

Camping Brunner am See

Privacy policy

based on the General Data Protection Regulation (GDPR)



Camping Brunner am See GmbH & Co KG (hereinafter also referred to as "we" or "us") attaches great importance to data protection and set high standards for the protection of your data. We have prepared this statement to explain how we handle the personal information you provide to us when you contact us. Words or expressions as used herein that indicate one or more particular genders shall be taken to indicate every other gender.

Contents:

- 1 General clause (Renewing)**
- 2 Personal data collected by us**
 - 2.1 Nature and purpose
 - 2.2 Such personal data may include
 - 2.3 Registration Act - data acquisition and forwarding
 - 2.4 Barrier control system
 - 2.5 Webcam
 - 2.6 Issuing of personalized cards/vouchers
 - 2.7 Personal data of minors
 - 2.8 Payment card data (e.g. credit cards, Maestro cards)
 - 2.9 Sensitive data
 - 2.10 Images/Photos/Videos
- 3 Copyright**
- 4 Information of third parties**
- 5 Website**
- 6 Google Analytics**
- 7 Links to external websites and services**
- 8 Newsletter**
- 9 Protection of personal data**
- 10 Storage/modification/deletion of personal data**
- 11 Right of information/correction/deletion/revocation**
- 12 Data protection for job applicants**
- 13 Confidentiality and secrecy**
- 14 Consent**
- 15 Changes to this Privacy Policy**
- 16 Mandatory information under Reg. (EU) No 524/2013 of the European Parliament and of the Council**
- 17 Contact Camping Brunner am See**

1 General clause (Renewing)

As in the past, Camping Brunner will now under GDPR continue to collect and process all personal data and other information (including scanned travel document, vehicle registration number) that you voluntarily provide to us in any contact with us, only on the basis of your consent given for purposes of processing and managing booking requests and legal and internal purposes in connection with bookings.

By providing us with your data, you consent to the processing of your personal and other data as stated herein.

As in the past, you can revoke your consent at any time in accordance with statutory provisions by sending an e-mail to delete@camping-brunner.at.

2 Personal data collected by us

2.1 Nature and purpose

Camping Brunner will continue to process all personal data and other information that you voluntarily provide to us in any contact with us only on the basis of your consent given for purposes of processing and managing booking requests and legal and internal purposes in connection with bookings.

We reserve the right, at any point of contact and in any interaction with guests (**verbal communication, documents, faxes, e-mails, inquiries, bookings/online bookings, check-in (in paper or digital form) and check-out, etc.**), as well as in the management of our business operations, to collect personal data in order to ensure easy contacting and rapid processing and a high level of guest satisfaction, and to comply with statutory requirements. We assure you that your personal data will not be passed on to third parties, unless this is necessary for the transmission and processing of your (booking) enquiry (see point 10 of this privacy policy) or in accordance with legal requirements.

2.2 Such personal data may include

all your contact information, including e-mail, phone numbers, etc.; information on your reservation/stay at Camping Brunner; data required by the Registration Act, such as contact data, first and last names of all persons in the family or travel group, dates of birth, gender, nationality, disability card (scan), travel document data for foreign travelers (scan); vehicle license plate number; dates of arrival and departure of all fellow travelers, all price-relevant data; payment information and invoicing details; preferences of/suggestions/complaints from guests; information about vehicles with which you come to our campsite; postings regarding our campsite (insofar as these are identified as belonging to you or associated with you); any information about the use of discounts (regular guests) and special prices; as well as other types of information which you communicate to us or which we receive from you and your fellow travelers. Apart from booking and price-relevant data and check-in data according to the Registration Act you may decide not to provide us with any further data. However, there is usually some information that will help us get in touch with you quickly, respond to your preferences and needs, and ensure you can take advantage of certain benefits.

2.3 Registration Act - data acquisition and forwarding

The Registration Act, etc., obligates us as accommodation providers to collect personal data of all guests (registration sheet) and to pass such data on to the registration authority by electronic means. In doing so, we use the services of Comm-Unity EDV GmbH, Prof. Rudolf Zilli-Strasse 4, 8502 Lannach, Austria, provided via the municipalities of Ferndorf/Radenthein. Since we must also enter travel document data for foreign guests, we scan your travel document and store the scan in your data record. The same applies to your disability card if you want to claim exemption from paying the local tax (as of 50% disability acc. to disability card). Due to the COVID-19 Safeguards Regulations and related legal regulations, the collection/disclosure of certain personal data may be required. You explicitly agree to this with your signature on the registration form. We do not retain original documents. With your signature you confirm the correctness and completeness of all data on the registration form and accept the provisions contained herein. When checking in using a tablet or booking online, you proactively agree to this by ticking the box.

2.4 Barrier control system

Camping Brunner allows only limited public access to the site, which is subject to the house rules of Camping Brunner as the responsible entity, and has a barrier control system in place for access control and for the preventive protection of persons and their property. To ensure you can drive in and out during your stay with us we record the license plate of your vehicle(s). Your vehicle license plate number is scanned, checked and stored each time you pass through the barriers (campsite and parking areas). Data will not be passed on to third parties. Entries in the recording log and the release list are deleted by overwriting from time to time. The photograph does not extend to areas beyond the Camping Brunner property, with the exception of the unavoidable inclusion of public transport areas. You agree to this with your signature on the registration form and confirm that there are legitimate interests of Camping Brunner as the responsible party or of third parties (other guests) and the procedure is reasonable.

2.5. Webcam

Camping Brunner operates webcams for advertising purposes. The webcam images are saved (e.g. for daily archives etc.) and/or overwritten at regular intervals. The webcam is set up in such a way that it is normally not possible to identify persons. By signing the registration form, or when checking in using a tablet, you explicitly agree to this image processing and confirm that there are legitimate interests of Camping Brunner as the responsible party or of third parties (other guests who enjoy the images) and that the procedure is reasonable. Video surveillance at all barrier systems, at the (household) waste collection area, at the self-service machines and at the entrance to the ADEG market. After 3 days, old data is automatically overwritten by new data.

2.6 Issuing of personalized cards/vouchers

At your request, we issue personalized cards/vouchers for you; your request is taken as your explicit agreement for us to use and pass on your personal data to the extent necessary for **issuing of Kärnten Cards** (in the name and for the account of IG Kärnten Card) or any other card/voucher.

2.7 Personal data of minors

We never knowingly collect personally identifiable information from anyone under the age of 18, except for statutory registration obligations. If minors unaccompanied by adults check in, complete and sign the registration form, we assume that this is done with the consent of their parents (guardians). It can be assumed that a legally effective data protection consent to the use of non-sensitive personal data from the age of fourteen is made by analogy to the General Civil Code, section 146c para 1.

2.8 Payment card data (e.g. credit cards, Maestro cards)

Payment card terminals from SIX Payment Services (Austria) GmbH, Marxergasse 1B, 1-1030 Vienna, FN 54531v, HG Vienna, are available to our guests for on-site payments.

Down payments are only accepted in cash (on site) or by bank transfer using BIC and IBAN. Only exceptionally, if expressly desired by our guest, this is done by credit card, in which case you transmit your credit card data to us, for data protection reasons in consultation with us, only via telephone or fax. Your data will be entered by Camping Brunner using a virtual terminal from SIX Payment Services for the agreed purpose. For security reasons, we do not store your credit card data.

In order to protect your privacy, we ask you to never send payment card numbers or other confidential information to us by e-mail. If you do so, you do so at your own risk.

Camping Brunner will not contact you by telephone, SMS, e-mail (or similar means) to ask for confidential personal data or payment card details, unless it is directly related to a specific reservation. If you receive dubious requests, please contact Camping Brunner.

2.9 Sensitive data

Camping Brunner does not collect sensitive data within the meaning of the GDPR, unless such disclosure originates from you. We use the information about your health that you provide us with to enable you to benefit from exemption from local taxes and to better respond to your needs. For this reason, you explicitly agree to the scan and storage of your disabled ID card with your signature on the registration form.

2.10. Pictures/Photos/Videos

As in the past, Camping Brunner also now, under GDPR, on their website and otherwise, exclusively uses pictures from own archives. All pictures were either shot by or on behalf of ourselves or given to us—e.g. as part of a photo competition or simply as a gift—by our guests with their express permission to use them for Camping Brunner's promotional purposes. With your transfer, sending, or online transmission of image and video material you irrevocably agreed in the past, or agree upon doing so, to the storage and processing (use and publication) of this material. We reserve the right to use this material at our discretion, including reproduction, modification, publication, distribution on the Internet and other media. Under no circumstances will you be entitled to payments if we use your material for commercial purposes. Camping Brunner accepts no liability in the event of unauthorized use or distribution of the photographic material, unauthorized granting of reprinting rights to third parties or unauthorized making of copies of any kind and their distribution to third parties.

Right of objection: Should you inform us of your request to delete and/or discontinue the use of your material by sending an e-mail to delete@camping-brunner.at, we will do so as soon as feasible within the framework of reasonable possibilities available to us.

3 Copyright

All contents of the Camping Brunner website are protected by copyright. Unauthorized use or reproduction will be prosecuted under criminal and civil law. All data, graphics, and information only serve for information purposes and may not be copied and used, wholly or in part, without permission. Any kind of use, of complete copies or also only partially, on foreign sites result in claims for damages. The use of texts, pictures, videos, and data is subject to the express approval to do so by Camping Brunner.

4 Information of third parties

Please note that, **for data protection reasons**, we will never give **third parties any information about our guests**, unless we are legally obliged to do so. Registration authorities, public security bodies, health authorities, etc. must be granted access to our records at any time on request and must be given written copies of our guest list, the data transmitted, and public documents which are suitable for establishing the identity of our guests and to contact them.

5 Website

When you visit and use our website (<https://campingbrunner.at>), no data is stored on your computer. Please note that our website contains links to external sites that may set cookies and require your consent.

6 Google Analytics

The Camping Brunner website (<https://campingbrunner.at>) uses functions of the web analytics service Google Analytics. The provider is Google Ireland Limited ("Google"), Gordon House, Barrow Street, Dublin 4, Ireland. We have activated the IP anonymization function on our website. In this integration, no "cookies" are transmitted, but a separate anonymous and non-resolvable ID ("ClientId") without personal reference. Your IP address will be shortened by Google within member states of the European Union or in other contracting states of the Agreement on the European Economic Area before being transmitted to the USA. Only in exceptional cases will the full IP address be transmitted to a Google server in the USA and shortened there. The IP address transmitted by your browser as part of Google Analytics will not be merged with other data from Google.

7 Links to external websites and services

Our website and our e-mails may contain links to third-party websites. Please note that we are not responsible for the collection, use, maintenance, forwarding or disclosure of data and information by such third parties. If you rely on or use information offered on third party websites, the privacy policies and terms of use of those websites will apply.

8 Newsletter

Normally, Camping Brunner does not send out newsletters (except urgent booking-related information). Due to an exception in the GDPR, however, we could also send a newsletter without consent if the guest has disclosed his e-mail address in connection with the use of our service.

Possibility of objection: You can unsubscribe from any newsletter at any time via the link provided for this purpose in the newsletter or by sending a corresponding message to delete@camping-brunner.at. After you have unsubscribed, your e-mail address will be immediately deleted from our newsletter distribution list.

9 Protection of personal data

Camping Brunner takes reasonable physical, administrative, technical and organizational measures to (i) protect personal data from unauthorized or unlawful access, disclosure, use, alteration or destruction, and (ii) keep personal data accurate and up-to-date. For example, only authorized employees may access personal information within their permitted business functions. In addition, we have obligated our cooperating companies and service providers that we hire to perform services on our behalf to maintain the confidentiality of your personal information. Among other things, we have installed firewalls and attack detection systems to prevent unauthorized persons from accessing your data. For the transmission of your data in connection with enquiries/bookings, we use technological measures to protect the personal data that you make available to us via our website and make use of following Processor under the GDPR: Dürr-internet-service, In den Kehlen 4, 97342 Marktstett, Germany; this also applies to the online booking tool (MGM EasyCamp), Feratel online booking, camping.info(ACSI) online booking, and other booking tools, if any. Unfortunately, however, no security system or data transmission system over the Internet can be guaranteed to be absolutely secure.

10 Storage/Modification/Deletion of Personal Data

We do not store your personal data for longer than is necessary or permitted for the fulfilment of our business purposes or statutory requirements. We may store your data for a certain period of time, even if you have only made a request and have not (yet) made a booking, or beyond your stay. This may be necessary to fulfill our legal obligations or to exercise, defend or assert rights.

In order to maintain the regular guest bonus system and our high degree of service orientation for our guests (justified interest on the part of the guest and of Camping Brunner), we store data of guests who have already spent their holidays with us, even beyond the legally stipulated duration.

If you do not wish us to do so, please contact us and we will delete your personal data as soon as possible and in such a way that it cannot be restored or reconstructed.

If the personal data are in paper form, they are destroyed in a secure manner, e.g. by shredding and/or burning the paper documents or by other means, and if they are stored in electronic form, the storage media are destroyed by technical means to ensure that the information cannot be restored or reconstructed at a later date.

11 Right of information/correction/deletion/revocation

You may request, within statutory limits, that we provide information about your personal data and, if necessary, correct or delete it. We will comply with all applicable statutory deadlines and, to the extent permitted by law, charge an appropriate fee to cover the cost of meeting such claim. Such claims must be sent in written form with reasonable proof of identity to Camping Brunner am See. To ensure confidentiality, we can only respond to such requests via the address or e-mail address you have provided to us. You will be informed of the correction or deletion carried out.

Every guest has the right to revoke his or her consent to the use of his or her personal data, unless otherwise provided by law.

Please remember that in the event of a deletion we may not be able to offer you the usual level of service quality and quantity.

12 Data protection for job applicants

Should you apply to Camping Brunner as a potential employee, your data will be treated confidentially within the company and will only be made accessible to those persons who are responsible for the recruitment of an applicant, the employer himself or future superiors and in the event of the recruitment of payroll processing (tax consultants). An applicant's personal data will be deleted by us as soon as these are no longer required for the purpose for which they were provided; related email communication will be deleted at the applicant's request.

13 Confidentiality and secrecy

Despite extensive security measures, the confidentiality and secrecy of data is not guaranteed on the Internet. Camping Brunner is therefore only liable in the case of intent or gross negligence for any unauthorized use, alteration or exploitation of data of the user or of Camping Brunner by third parties. The same applies to unauthorized interference with technical equipment at Camping Brunner. In general, customer data will not be passed on to third parties.

14 Consent

The use of the Camping Brunner website, but also your signature on the registration form at checkin (or when using a tablet for checkin), the disclosure of personal data in any contact with us in connection with enquiries and bookings is considered consent to the use of your data in the form described herein.

15 Changes to this Privacy Policy

Camping Brunner may make changes to this privacy policy in the future. We indicate at the bottom of this page the date on which this Privacy Policy was last revised. All revisions take effect with your posting on our homepage. Please retrieve this privacy statement from time to time to review the current version.

16 Mandatory information under Regulation (EU) No 524/2013 of the European Parliament and of the Council

Link to the homepage of the European Commission's Consumer Dispute Settlement Body:

<https://ec.europa.eu/consumers/odr/> - click on this link for further information. First questions regarding a possible dispute resolution at office@camping-brunner.at.

17 Contact

If you have any questions about this privacy statement, please contact us using the following contact details:

Camping Brunner am See

Glanzerstraße 108

A-9873 Döbriach

Tel.: +43 (0) 4246 7189

E-mail: office@camping-brunner.at

Deletion of data: delete@camping-brunner.at

©2023 Camping Brunner am See. All rights reserved.

This privacy policy is valid from June 1, 2023