

## I. Subject-matter

This privacy statement applies to all persons who use the services of KLUG touristik GmbH. We hereby inform you about the type, scope and purpose of the collection and use of your personal data by our company. We respect your privacy and strive to comply exactly with the legal requirements for the processing of your personal data (Regulation EU 2016/679 - GDPR). All your personal data will be processed on this basis.

## 2. Information and access pursuant to Art. 13 GDPR

### 2.1. Controller

KLUG touristik GmbH  
Praterstraße 38, 1020 Vienna/Austria, +43 1 245 50  
data-protection@klugtouristik.com

### 2.2. Purpose and legal basis

The processing is necessary for the performance of the contract pursuant to Art. 6 (1) (b) GDPR and from the legal obligations arising therefrom (c). The data will also be used for the purpose of direct marketing (legitimate interest pursuant (f)). Newsletter dispatch pursuant to consent (a)).

### 2.3. Categories of recipients

In order to be able to provide the services offered, your data will be forwarded to other service providers. These can be, for example, shipping companies, airlines or bus companies. For the processing of payment transactions, the data is transmitted to the corresponding institutions. Furthermore, it can happen that state authorities or courts demand information.

### 2.4. Transfer to third countries

In principle, your data will not be forwarded to third countries. When travelling (in whole or in part) outside the EU, your data will be forwarded for the performance of the contract (Art. 49 (1)(b)) to service providers in third countries in which no corresponding level of protection exists. This may also include transmission to state authorities (e.g. entry requirements), where provided by law.

### 2.5. Storage period

According to Austrian rules of accounting the booking-data will be stored up to seven years and then automatically anonymized. Newsletter data will be stored until withdrawal.

## 3. Your rights pursuant GDPR

### 3.1. Right of access (Art 15)

You have the possibility to request information about which of your data has been stored. You can make this request in writing (e-mail, post, fax) or in person at our booking centre. In order to be able to clearly assign you and not to give information to other persons, we kindly ask you to send us a copy of your identity card. The request must be answered within 4 weeks.

### 3.2. Right to rectification (Art 16)

If the stored data is incorrect, you can request a correction, which we will be happy to comply with.

### 3.3. Right to erasure (Art 17)

You have the right to obtain the erasure of your personal data. Please note, that we are legally obliged to keep some data for a certain period of time and that this data will only be deleted afterwards.

### 3.4. Right to restriction of processing (Art 18)

If personal data is no longer required or have been processed unlawfully, you can have further processing restricted.

### 3.5. Right to data portability (Art 20)

If you wish, we can make your data available electronically so that it can be transmitted.

### 3.6. Right to lodge a complaint (Art 77)

If you believe that the processing of your personal data is contrary to the GDPR, you have the right of appeal to a supervisory authority, in particular in the Member State of your residents.