

## **Mandatory information for guests on privacy (M5)**

In order to create more transparency in the processing of personal data by companies, the European legislator has introduced a new information obligation. As a guest of our hotel, you should already know what happens to your personal data when they are collected and for what purposes they are processed. The following information is provided pursuant to Art. 13 GDPR.

### **1. Controller and data protection officer**

The controller for the processing of personal data is the Rhine Nuremberg Congress Opco GmbH, Konrad-Adenauer-Ufer 5-7, 50668 Köln, represented by Anders Braks. You can reach the controller at the following contact details: +49 (0) 221 – 9730560, [info@eventhotels.com](mailto:info@eventhotels.com). You can reach the data protection officer at [datenschutz@eventhotels.com](mailto:datenschutz@eventhotels.com).

### **2. Purposes, legal bases and provision of your personal data**

#### **2.1 Your visit at Congress Hotel Mercure Nürnberg an der Messe**

Your personal data are processed for the initiation, execution and processing of your visit to the Congress Hotel Mercure Nürnberg an der Messe, communication in the context of your visit, invoicing and payment processing. The admissibility of this processing is based on Art. 6 (1b) GDPR (performance of a contract or a pre-contractual measure). Moreover, the admissibility of this processing is based on Art. 6 (1f) GDPR (legitimate interest). Our legitimate interests lie, for example, in the electronic and more efficient processing of data and the optimisation of work processes in general. The provision of your personal data is necessary to achieve the purposes described above. Failure to do so means that no contract can be concluded or performed. Under certain circumstances, your visit to the Congress Hotel Mercure Nürnberg an der Messe, may not be possible without the provision of your personal data.

In order to prevent payment defaults and to check credit, we process credit card data upon your booking. The admissibility of this processing is based on Art. 6 para. 1 f) GDPR (legitimate interest). The legitimate interest lies in the prevention of payment defaults. Provision of said data is necessary to operate your booking. Non-provision of said data may lead for you to be required to pay your booking in advance.

#### **2.2 Completing the registration form**

Your personal data will be requested in a registration form at the check-in. The information on the registration form is needed by us to identify you on arrival, to fulfil legal obligations and, if necessary, to obtain more detailed information about your wishes. You are required to provide the following information:

- Date of arrival and expected departure
- First and Surname
- Date of birth
- Nationality
- Address
- Number of accompanying and their nationality
- Type of identification document (ID card or passport)
- Number of identification document
- Identification number

We are subject to mandatory legal provisions with regard to this data. The provision of your personal data is prescribed by law. The legal basis for the processing of your personal data is Art. 6 (1c) GDPR. You cannot be checked in without the provision of your personal data.

In addition, you can also enter details voluntarily on the following information in the registration form:

- Information regarding your membership in (ALL)

The legal basis for the processing of the above-mentioned personal data is specified in Art. 6 (1f) GDPR. The legitimate interests pursued lie in the use of the information for direct advertising and optimised customer loyalty. The provision of this information is voluntary. Accordingly, failure to provide this information has no consequences.

### **2.3 Video surveillance**

At Congress Hotel Mercure Nürnberg an der Messe, cameras are installed in some places. The purpose of video surveillance is to protect our guests and employees from crime. In the event of a criminal offence, the recordings taken are used for the purpose of preserving evidence and clarifying criminal offences. The legal basis for video surveillance is stipulated in Art. 6 (1f) GDPR. In this respect, the legitimate interests lie in the safety of our guests, employees and the protection of the location. In addition, legitimate interests lie in the preservation of evidence and the detection of criminal offences in these cases.

The provision of your personal data in the context of the video surveillance is neither legally nor contractually prescribed. However, it is necessary in order to achieve the stated purposes.

### **2.4 Advertising and Newsletter**

Your personal data may be used to send you advertising. In the case of direct advertising, the legal basis is stipulated in Art. 6 (1f) GDPR. The legitimate interests lie in the establishment of a long-term business relationship with you and advertising as such. Under certain circumstances, we may also send you advertising on the basis of your consent. The legal basis in this case is Art. 6 (1a) GDPR.

### **3. Recipients**

Your personal data will be forwarded to the respective departments and processed in the context of the provision of services and may also be transferred to other companies and authorities (e.g. operating company, contract processors, auditors, financial authorities, investigating authorities, public prosecutor's office). In these cases, the transfer is covered by a legal basis or takes place in the context of order processing. Under certain circumstances the hotel may also transfer personal data to Accor Hotels. We do not intend to transfer your personal data to a third country outside the EU or the EEA.

### **4. Storage of your personal data**

The first storage of your data takes place with the booking, which is made via the communication channel chosen by you (e.g. e-mail, booking portal, telephone). We erase your personal data after the contractual relationship has terminated, all mutual claims have been met and there are no legal retention obligations or legal bases for storage. Where appropriate, personal data will be stored for longer if a legal basis (e.g. consent) applies. If your data has been anonymised for analysis purposes, they will be stored and used for an unlimited period.

### **5. Rights of data subjects**

You have the following rights:

You have the right of access (Art. 15 GDPR), to rectification (Art. 16 GDPR), to erasure (Art. 17 GDPR), to restriction of processing (Art. 18 GDPR) as well as to data portability (Art. 20 GDPR). We make every effort to process requests as quickly as possible. If your personal data are processed on the basis of Art. 6 (1f) GDPR, you have the right to object on grounds relating to your particular situation or if the objection is directed against direct advertising (Art. 21 GDPR). In the event of an objection against direct advertising, we will no longer send you any advertising messages.

## **6. Withdrawal of consent**

Any consent given to the processing of personal data may be withdrawn at any time. The lawfulness of the processing on the basis of the consent remains unaffected until withdrawal.

## **7. Questions or complaints**

You have the right to apply to a supervisory authority (Art. 77 GDPR).