

KAPRUN RENTALS

4 Seasons Holidays

Privacy statement

1 Introduction

Kaprun Rentals BV processes information about people on a daily basis. Kaprun Rentals BV adheres to the law. Kaprun Rentals BV respects the privacy of the persons on whom it receives information and treats the information strictly confidentially. In this privacy statement we explain which personal data Kaprun Rentals BV processes and for what purposes.

For the privacy statements of Kaprun Rentals BV as well as affiliated companies, reference is made to the relevant websites. Kaprun Rentals BV has no (processing) responsibility for these websites.

This privacy statement does not apply to the processing of personal data by third parties, such as companies and / or websites that offer travel or travel packages. We encourage you to read the privacy statement carefully.

Kaprun Rentals BV, located at Meer en Duin 301 in 2163HE Lisse, Chamber of Commerce number 68466862, e-mail address: office@kaprunrentals.com, is responsible for the processing and storage of your personal data. If you have any questions about the content of the privacy statement, please contact office@kaprunrentals.com

2. Personal data

Kaprun Rentals BV processes various types of personal data for different purposes. Below is an explanation of the personal details and purposes.

Guest administration

For (the booking of) an overnight stay in one of the Kaprun Rentals BV accommodations, Kaprun Rentals BV needs your name, address, place of residence, telephone number, e-mail address and your payment details. Kaprun Rentals BV collects these data from the handling of your booking. The name and address will be transmitted to Kaprun Rentals ferienservice OG which is responsible for the local service. We may also request additional personal data from you for the performance of our services, such as your nationality or guest preferences. We only process health data on the basis of your consent in order to be of better service to you, for example providing disabled access. These data are only used internally and are not passed on to other organisations for commercial purposes.

Kaprun Rentals Customer Lounge

When you place a booking, a login is automatically created for your Customer Lounge. This way you always have access to your booking details. To create an account we use the following information, your gender, name, address, telephone number and e-mail details. This personal data is stored in our database.

(Direct) Marketing

To make offers that interest you, we collect commercially interesting information about people, such as demographic data. We do this by placing cookies. We may collect information about you from third parties, including information from our partners and social media sites in accordance with your settings on such websites.

Social media

Kaprun Rentals BV can be found on various social media, such as on Facebook. Kaprunrentals.com uses social media plugins on its website. When you click on one of these buttons and you register with your social media account, information is shared with the social media website and possibly shown on your profile. In addition, we may use your personal data when you use functions on the websites and / or apps of social media, such as a "Facebook-like". If such a function is used by you, we may obtain your personal data through our social media in question.

Contests and promotions

Kaprun Rentals BV often organizes online campaigns. If you respond to a contest and / or a (win) promotion, we will ask for your name, address and e-mail address. Your data will be used to inform the prize winners, to carry out the action and to measure the response to the action.

Application procedure

Kaprun Rentals BV collects and processes data from applicants through personal contacts, by mail, by e-mail and / or telephone conversations. We collect, among other things, the name, gender, contact details, motivation letters, information about the level of education and the job history of the applicant. This information is relevant to the completion of the application procedure and will be removed no later than 4 weeks after the end of the procedure. If you give permission for this, Kaprun Rentals BV may store your personal data longer in its administration, so that you may be contacted again in the future.

Employees

Kaprun Rentals BV also processes personal details of employees, in the context of the employment contract and on the basis of legal bases. For information on the processing of employees' personal data, please refer to the personnel manual of the entity you work for.

3. Receivers

We do not share your personal data with companies, organizations and individuals outside Kaprun Rentals BV, except in one of the following circumstances.

Execution of an agreement

Provision of your personal data to third parties is permissible when this is necessary to fulfill our contractual obligations towards you. Part of this is processing your reservation. If it is necessary for the payment of bookings, we use a third party for the handling of online payments. We can also use your personal data to implement the additional services you have booked. If, for example, you use the online booking of additional packages, we will pass on your personal data to the participating partners.

For external processing

We provide personal data to our partners so that they can process data for us, based on our instructions and in accordance with our privacy policy and other appropriate confidentiality and security measures. Among our partners we understand, among other things, our IT suppliers and manager of the CRM system.

For legal reasons

We share personal data if we believe that disclosure of the data is necessary to comply with applicable laws and regulations, legal procedures or requests from government authorities.

Legal obligation

If a legal obligation requires this from us, we will provide your personal information. For example, it is possible that the police will request information from us in the context of fraud investigations. Another example is that the tax inspector can claim all the information required to levy taxes on the grounds of Article 47 of the General Law on State Taxes. Finally, the municipality can also request the provision of information to check the tourist tax assessment. Kaprun Rentals BV makes arrangements with the recipients of your personal data to ensure that the personal data are treated confidentially and are protected.

4. Storage period

We do not store your personal data longer than necessary, unless there is a legal obligation on us to keep your personal data longer. Our basic principle is that we only retain personal data for as long as is necessary to provide you with our products and / or services. After this, we will delete your personal data as far as possible. For example, you can create a Customer Lounge account, as explained in section 2 above. If you have provided your e-mail address (possibly via your account) so that we can keep you informed of our services, we will still keep your data for that purpose.

5. Transfer of personal data outside the EU

Kaprun Rentals BV can transfer your personal data from the Netherlands to abroad. Countries within the European Economic Area (EEA) have an equivalent level of protection of personal data as the Netherlands. With due observance of the general requirements from privacy laws and regulations we can pass on your personal data to countries within the EEA.

Outside the EEA, we will only pass on your personal data if there is an appropriate level of protection. Kaprun Rentals BV uses model contracts approved by the European Commission for this purpose.

6. Cookies

Kaprun Rentals BV uses cookies. A cookie is a small text file that is stored on the device (electronic device) of the visitor at the first visit on a website. Cookies aim to collect information about someone, the website or statistics. Some cookies also have the purpose to improve the user experiences of the website.

Types of cookies

We distinguish between functional and non-functional cookies. We always place functional cookies. These are necessary for the website to work properly. Non-functional cookies process personal data outside your field of view. These mainly enable us to improve our services. For example, we can measure how often our website is used and what information visitors are looking for. We always ask your permission for requesting non-functional cookies.

We use the following non-functional cookies.

Analytical cookies

With analytical cookies we collect statistics about the use of the website by the users. By measuring website usage the website can be improved in favor of the users.

Among other things, the following data is stored:

- the IP address, which is made anonymous;

- technical characteristics, such as the browser you use;
- the keywords you use;
- which platform type you used;
- from which page you came to the web store.
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Tracking cookies

These are cookies that are placed to identify an internet user on a website. By placing tracking cookies we can keep track of which internet pages you visit. From the information about your website visits we can deduce what your preferences and interests are. On this basis we can make you personal offers.

Advertising cookies

We use advertising cookies to display personalized advertisements and to measure the effectiveness of an advertising campaign. The advertising cookies are necessary to actually show the advertisements.

Block and delete cookies

If you do not want our website to store cookies on your computer, you can indicate this in the cookie notification that you will see on the first visit to our website. Have you accepted our cookies before? Then you will no longer see this message and you will have to delete the cookies yourself (if desired).

You can also choose to block the placing of cookies via your browser. Do you block all cookies? Then our website works less well. We recommend that you selectively disable unwanted cookies. You can do this in your browser settings.

7. Your rights

You have a number of legal rights towards us: inspection, correction or supplementation, data exchange, restriction of processing, transfer of digital data and the right of objection. We then explain these rights. We also explain how you can exercise these rights towards us.

Right of inspection

At your request we will inform you in writing whether we process personal data of you. With your request you must identify yourself by means of a copy of your driving license or identity document. In our response we explain which personal data we have processed or process from you, and we will provide you with a copy of it. We also explain for what purposes the data are or are being processed, with whom the data are shared, how long they are expected to be stored, and what other rights you can enforce.

Improvement or addition

If you have received access to the processing of your personal data, you can ask us to correct inaccuracies or to fill in incomplete information. We motivate our response. If we decide to improve, you will receive an additional statement from us. This declaration also receives any recipients of your incorrect or incomplete data.

Data erasure

You can request that we delete your personal data in our systems in one or more of the following cases:

- the personal details are no longer required for the purposes for which we have processed them;
- you withdraw your consent for (further) processing, and there is no other basis for processing;
- you make a reasoned objection, and there are no compelling reasons not to honor your objection;
- the personal data have been processed unlawfully by us;
- we must delete your personal data on the basis of a legal obligation;
- we have collected your data by means of mobile telephony or internet services.

Limitation processing

If you have reported an inaccuracy or incompleteness in your personal data to us, you may request us to limit the processing as long as we have your request pending. You may also request us to limit the processing of your data if you believe that we are processing your data unlawfully or do not need it, or if you have objected to (further) processing it. After receiving your restriction request we will only process the data after obtaining permission or for serious reasons (such as legal proceedings).

Transfer digital data

If you have provided personal data to us in a structured, traditional digital file format, and we have processed your data with your consent or in the execution of an agreement with you, you have the right to request a copy of this information. In those cases, you can also ask us to forward your data directly to another service provider.

Objection

You may at all times protect yourself against the processing of personal data relating to you. This applies in particular to profiles that we have created based on your personal data. We will cease processing your data after receipt of your objection, unless we have compelling legitimate reasons

Exercising rights

If you wish to use one or more of the rights listed above, you can contact us via the e-mail address office@kaprunrentals.com Kaprun Rentals BV will decide on your request within 4 weeks, unless we let you within that period know that we need a little more time.

Are your personal data processed on the basis of your consent? Then you have the right to withdraw your consent. Any withdrawal of your permission will not affect previous processing on this basis.

8. Liability

Despite the care and attention paid to the management of this website, it is possible that the site contains incorrect information. Kaprun Rentals BV can not be held liable for technical or editorial errors that occur in this website, nor for any consequential damage resulting from the use or the temporary unavailability of this website or the links to the websites of third parties.

9. Complaints

Do you have a complaint about the use of your personal data? Then we point you to the complaints procedure with the Dutch Data Protection Authority. This authority is authorized to take note of your complaint.

10. Questions?

Do you have any questions? Send an e-mail with your question to: office@kaprunrentals.com

This privacy statement is in accordance with the General Data Protection Regulation. We reserve the right to periodically update this privacy statement.

The latest version is published on this page.

Version May 2018