

## **Chalet Heidi Data Privacy & Security Policy.**

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulations).

We collect information about you for three reasons: firstly, to enable us to process your stay, secondly to provide you with the best possible stay and thirdly to provide third parties with the necessary data to allow your stay.

We do not use your data for any marketing reasons, nor do we pass your data to any third party who may use it for marketing purposes.

The type of information we will collect about you includes, but is not limited to:

**Your name**  
**Address**  
**Phone number**  
**Date of Birth**  
**Gender**  
**Passport number**  
**Dietary requirements**  
**Email address**  
**Payment card details**

**(Additional information is required for members of staff)**

We collect the minimum sensitive information about you to provide for your stay at Chalet Heidi

The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies, we will delete or correct it promptly.

The personal information which we hold will be held securely in accordance with the law.

If you have any questions/comments about privacy, please contact us.

Below is our Data Audit detailing what data we hold, why we hold it, how we hold it, when and how we destroy it and who and what data we pass to other bodies.

### **Information About Us**

We are Michael und Caroline Phelan GnbR. An Austrian company registered in Austria, based at Chalet Heidi, Oberfeld 42, 6351 Scheffau am Wilden Kaiser. Our VAT number is ATU 62883605

### **Your Rights**

As a data subject, you have the following rights under the GDPR, which this Policy and Our use of personal data have been designed to uphold:

- The right to be informed about Our collection and use of personal data;
- The right of access to the personal data We hold about you;
- The right to rectification if any personal data We hold about you is inaccurate or incomplete;
- The right to be forgotten – i.e. the right to ask Us to delete any personal data We hold about you (We only hold your data for a limited time, as explained below, but if you would like Us to delete it sooner, please contact Us);
- The right to restrict (i.e. prevent) the processing of your personal data;
- The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation);
- The right to object to Us using your personal data for particular purposes; and
- Rights with respect to automated decision making and profiling.

If you have any cause for complaint about Our use of your personal data, please contact Us and We will do Our best to solve the problem for you

### **How Do We Use Your Data?**

Please see our Data Audit below to see how we use your data.

### **How and Where Do We Store Your Data?**

Please see our Data Audit below to see where and how we store your data.

### **Do We Share Your Data?**

Your data is passed on to official bodies for the purpose of “Guest Registration”. Names are passed to local companies to facilitate ski hire and ski school. NO data is ever passed to a third party for the purpose of marketing nor do We use your data to market.

### **Contacting Us**

We can be contacted by email on [info@chaletheidi.co.uk](mailto:info@chaletheidi.co.uk) We can be contacted by telephone on +49 5358 8213.

## Chalet Heidi Data Audit

Category	Data description	Original source	Communicated by	Reason held	Where/How held	Security measures	Kept for how long	Method of destruction	Passed to & reason
Guest	Name Title D.o.B. Nationality Address Gender Passport no. Dates of stay	Guest	Email Telephone TVB Scheffau Easybooking Holiday Lettings SneeChalets	All data required to register guest with local tourist office, to generate guest cards, to calculate local taxes.	Electronic: Easybooking. Chalet Heidi network.	Electronic: Password protected	Easy booking - indefinitely.	Deletion of files +/- records within Easybooking	TVB Scheffau (Feratel) for guests' registration and local tourist taxes.
					Paper: Winter booking check sheet in season's folder.  Guests registration information in season's folder	Paper: Kept in secure office	Winter booking check sheet – max 1 year  Guests' registration – minimum 7 years.	Shredding	
Guest	Name Title Address Email D.o.B.	Guest	Email Telephone TVB Scheffau Easybooking Holiday Lettings SneeChalets	Data required for further communication, calculating accommodation charges, creating invoices, producing lists.	Chalet Heidi network, winter booking form, group spreadsheet, ski hire list, ski school lists.	Password protected	Max 5 years	Deleted	Ski hire (name only)  Ski School (name only)
Guest	Special requirements	Guest	Email Telephone	Facilitate guests' requests	Chalet Heidi network, winter booking form.	Password protected	Max 5 years	Deleted	
					Kitchen information sheet	Only visible to staff	Duration of stay	Shredded	
Guest	Name Dates of stay Payment details Card number Expiry date	Guest	Telephone	To allow processing of card payments.	Card number & exp date held on paper	Paper shredded asap	Used immediately otherwise details kept in safe.	Shredded	
					Payments recorded in payments book.	Payments book kept securely in reception (no card details recorded)	Kept for season		
					Payment amounts held against name on Chalet Heidi network	Payment spreadsheet – password protected	Spreadsheet kept for max 5 – years	Deleted	
					Easybooking invoicing system (name, dates of stay and payment amounts))	Password protected	Indefinitely		
Enquirer	Name Title D.o.B. Address Gender Dates of stay	Enquirer	Email Telephone TVB Scheffau Easybooking Holiday Lettings SneeChalets	To allow the checking of availability and calculation of costs of possible stay	Email Easybooking	Password protected	Until booking confirmed or otherwise	Deleted	
Staff	Name Address DoB Passport number Marital Status Emergency contact details Medical conditions	Member of staff	Email & Letter	To allow the registration of employess with:  Local council Regional office Social Versicherung Holiday Insurance SkiWelt Centra (Lohnzettel) Airline (flight tickets)	Paper in staff folder	Kept secure in office	Variable		Scheffau Gemeinde Kustein BZH Downunder Insurance Centra (Lohnzettel) Airline company