

Privacy policy of the BO Hotel Group

We are pleased that you are visiting our website and thank you for your interest in our hotel. The protection of personal data is important to us. Therefore, the processing of personal data, such as the name, address, e-mail address or telephone number of a data subject, is carried out in accordance with the applicable European and national legislation.

If the processing of personal data is necessary and there is no legal basis for such processing, we generally obtain the consent of the data subject.

You can of course revoke your declaration(s) of consent at any time with effect for the future. To do so, please contact the controller. The contact details can be found at the bottom of this privacy policy.

In the following, BOHotel Hamburg GmbH, BO Hotel Palazzo d.o.o, BO HOTEL PALMA CITY S.L.U. (hereinafter referred to as "we", "us", etc.) would like to inform the public about the type, scope and purpose of the personal data it processes. Furthermore, data subjects are informed of their rights by means of this privacy policy.

Definitions

Our data protection declaration is based on the terms used by the European legislator for the adoption of the EU General Data Protection Regulation (hereinafter referred to as "GDPR"). Our privacy policy should be easy to read and understand for the public as well as for our customers and business partners. To ensure this, we would like to explain the terms used in advance.

We use the following terms, among others, in this privacy policy and on our website:

Personal data means any information relating to an identified or identifiable natural person (hereinafter referred to as "data subject" or "person concerned"). An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Data subject is any identified or identifiable natural person whose personal data is processed by the controller responsible for the processing.

Processing is any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Restriction of processing is the marking of stored personal data with the aim of restricting its future processing.

Profiling means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyze or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behavior, location or movements.

Pseudonymization is the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organizational measures to ensure that the personal data are not attributed to an identified or identifiable natural person.

Controller or controller responsible for the processing is the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data. Where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law.

Processor is a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

Recipient is a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be regarded as recipients.

Third party is a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data.

Consent is any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

Rights of the data subject

Right to confirmation: Each data subject shall have the right to obtain from the controller confirmation as to whether or not personal data concerning him or her are being processed. . If a data subject wishes to avail himself of this right of confirmation, , he or she may, at any time, contact the controller.

Right of access: Any person affected by the processing of personal data has the right to receive information free of charge at any time from the controller about the personal data stored about him/her and a copy of this information. Furthermore, the European legislator has granted the data subject access to the following information:

- the purposes of processing
- the categories of personal data that are processed

- the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third countries or international organizations
- where possible, the envisaged period for which the personal data will be stored, or, if not possible, the criteria used to determine that period
- the existence of the right to request from the controller rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing
- the existence of a right to lodge a complaint with a supervisory authority
- if the personal data is not collected from the data subject: All available information about the origin of the data
- the existence of automated decision-making including profiling in accordance with Art. 22 (1) and (4) GDPR and - at least in these cases - meaningful information on the logic involved and the scope and intended effects of such processing for the data subject

Furthermore, the data subject has a right to information as to whether personal data has been transferred to a third country or to an international organization. If this is the case, the data subject also has the right to obtain information about the appropriate safeguards in connection with the transfer.

If a data subject wishes to exercise this right to information, they can contact the controller at any time.

Right to rectification: Any person affected by the processing of personal data has the right to request the immediate rectification of inaccurate personal data concerning them. Furthermore, the data subject has the right to request the completion of incomplete personal data, including by means of a supplementary declaration, taking into account the purposes of the processing.

If a data subject wishes to exercise this right to rectification, he or she may, at any time, contact the controller.

Right to erasure (right to be forgotten): Any person affected by the processing of personal data has the right to obtain from the controller the erasure of personal data concerning him or her without undue delay where one of the following grounds applies and insofar as the processing is not necessary:

- The personal data were collected or otherwise processed for purposes for which they are no longer necessary.
- The data subject withdraws consent on which the processing is based according to point (a) of Article 6(1) GDPR, or point (a) of Article 9(2) GDPR, and where there is no other legal ground for the processing.
- The data subject objects to the processing pursuant to Art. 21 (1) GDPR and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing pursuant to Art. 21 (2) GDPR.
- The personal data was processed unlawfully.
- The deletion of personal data is necessary to fulfill a legal obligation under Union law or the law of the Member States to which the controller is subject.

- The personal data was collected in relation to information society services offered in accordance with Art. 8 para. 1 GDPR.

If one of the aforementioned reasons applies, and a data subject wishes to request the erasure of personal data stored by us, he or she may, at any time, contact the controller. The data subject's request for erasure will then be complied with immediately.

If we have made the personal data public and our company is obliged to erase the personal data as the controller pursuant to Article 17(1) GDPR, we shall take reasonable steps, including technical measures, taking into account the available technology and the cost of implementation, to inform controllers which are processing the personal data that the data subject has requested the erasure by such controllers of any links to, or copy or replication of, those personal data, as far as processing is not required. The data controller will then take the necessary steps in individual cases.

Right to restriction of processing: Any person affected by the processing of personal data has the right to obtain from the controller restriction of processing where one of the following applies:

- The accuracy of the personal data is contested by the data subject, for a period enabling the controller to verify the accuracy of the personal data.
- The processing is unlawful and the data subject opposes the erasure of the personal data and requests the restriction of their use instead.
- The controller no longer needs the personal data for the purposes of the processing, but they are required by the data subject for the establishment, exercise or defense of legal claims.
- The data subject has objected to processing pursuant to Art. 21 (1) GDPR pending the verification whether the legitimate grounds of the controller override those of the data subject.

If one of the aforementioned conditions is met, and a data subject wishes to request the restriction of the processing of personal data stored by us, he or she may at any time contact the controller. The restriction of processing will then be arranged immediately.

Right to data portability: Any person affected by the processing of personal data has the right to receive the personal data concerning him or her, which has been provided by the data subject to a controller, in a structured, commonly used and machine-readable format. He or she also has the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided, where the processing is based on consent pursuant to point (a) of Article 6(1) GDPR or point (a) of Article 9(2) GDPR or on a contract pursuant to point (b) of Article 6(1) GDPR and the processing is carried out by automated means, unless the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Furthermore, in exercising their right to data portability pursuant to Art. 20 (1) GDPR, the data subject has the right to have the personal data transmitted directly from one controller to another, where technically feasible and provided that this does not adversely affect the rights and freedoms of others.

To assert the right to data portability, the data subject can contact the controller at any time.

Right to object: Any person affected by the processing of personal data has the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) of Article 6(1) GDPR or point (f) of Article 6(1) GDPR. This also applies to profiling based on these provisions.

In the event of an objection, we will no longer process the personal data unless we can demonstrate compelling legitimate grounds for the processing which override the interests, rights and freedoms of the data subject or for the establishment, exercise or defense of legal claims.

If we process personal data for direct marketing purposes, the data subject shall have the right to object at any time to processing of personal data concerning him or her for such marketing. This also applies to profiling insofar as it is associated with such direct advertising. If the data subject objects to us to the processing for direct marketing purposes, we will no longer process the personal data for these purposes.

In addition, the data subject has the right, on grounds relating to his or her particular situation, to object to processing of personal data concerning him or her by us for scientific or historical research purposes, or for statistical purposes pursuant to Article 89(1) GDPR, unless the processing is necessary for the performance of a task carried out for reasons of public interest.

To exercise the right to object, the data subject may contact the controller directly. The data subject is also free, in the context of the use of information society services, and notwithstanding Directive 2002/58/EC, to exercise his or her right to object by automated means using technical specifications.

Automated decisions in individual cases, including profiling: Any person concerned by the processing of personal data has the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her, provided that the decision:

- is not necessary for the conclusion or performance of a contract between the data subject and the controller, or
- is authorized by Union or Member State law to which the controller is subject and which also lays down suitable measures to safeguard the data subject's rights and freedoms and legitimate interests, or
- with the express consent of the data subject.

If the decision is necessary for entering into, or the performance of, a contract between the data subject and a data controller, or if the decision is based on the data subject's explicit consent, we shall implement suitable measures to safeguard the data subject's rights and freedoms and legitimate interests, at least the right to obtain human intervention on the part of the controller, to express his or her point of view and to contest the decision.

If the data subject wishes to assert rights relating to automated decisions, they can contact the controller at any time.

Right to withdraw consent under data protection law: Any person affected by the processing of personal data has the right to withdraw consent to the processing of personal data at any time.

If the data subject wishes to exercise his or her right to withdraw consent, he or she may contact the controller at any time.

Right to lodge a complaint with a supervisory authority: Without prejudice to any other administrative or judicial remedy, every data subject shall have the right to lodge a complaint with a supervisory authority, in particular in the Member State of his or her habitual residence, place of work or place of the alleged infringement if the data subject considers that the processing of personal data relating to him or her infringes this Regulation. A list of the state data protection officers and their contact details can be found at the following link:

https://www.bfdi.bund.de/DE/Service/Anschriften/anschriften_table.html

The data protection supervisory authority responsible for us is:

The Hamburg Commissioner for Data Protection and Freedom of Information

Ludwig-Erhard-Str. 22, 7th floor

20459 Hamburg

Phone: +49 40 - 428 54-40 40

E-mail: mailbox@datenschutz.hamburg.de

Cooperation with processors and third parties

If we disclose data to other persons and companies (processors or third parties) as part of our processing, transfer it to them or otherwise grant them access to the data, this will only be done on the basis of legal permission (e.g. if the transfer of data to third parties, such as payment service providers, is required to fulfill the contract in accordance with Art. 6 para. 1 lit. b GDPR), you have consented, a legal obligation provides for this or on the basis of our legitimate interests (e.g. when using agents, web hosts, etc.).

If we commission third parties with the processing of data on the basis of a so-called "order processing contract", this is done on the basis of Art. 28 GDPR.

Routine deletion and blocking of personal data

The controller shall process (in this sense also: store) personal data of the data subject only for the period necessary to achieve the purpose of storage, or as far as this is granted by the European legislator or other legislators in laws or regulations to which the controller is subject to.

If the storage purpose no longer applies or if a storage period prescribed by the European legislator or another competent legislator expires, the personal data will be routinely blocked or deleted in accordance with the statutory provisions.

Data protection for applications and in the application process

The controller collects and processes the personal data of applicants for the purpose of handling the application process. Processing may also be carried out electronically. This is particularly the case if an applicant submits corresponding application documents electronically, for example by e-mail, to the controller. If the controller concludes an employment contract with an applicant, the transmitted data will be stored for the purpose of processing the employment relationship in compliance with the statutory provisions. If the controller does not conclude an employment contract with the applicant, the application documents will be automatically deleted six months after notification of the rejection decision, unless deletion conflicts with any other legitimate interests of the controller. Other legitimate interest in this sense is, for example, a burden of proof in proceedings under the General Equal Treatment Act (AGG).

Security

We take numerous technical and organizational measures to protect your personal data against accidental or unlawful destruction, loss or alteration and against unauthorized disclosure or access.

Nevertheless, internet-based data transmissions, for example, can generally have security gaps, meaning that absolute protection cannot be guaranteed. For this reason, every data subject is free to transmit personal data to us by alternative means, for example by telephone.

Imperva DDoS Protection

This website uses a service provided by Imperva Inc., One Curiosity Way, Suite 203, California 94403, USA (hereinafter referred to as "Imperva").

The cookie, on which HTTP requests are linked to a specific session or website visit, protects this website from unwanted access as DDoS protection.

The legal basis for the processing of personal data is our legitimate interest in protecting our website from abuse and thus Art. 6 Para. 1 lit. f GDPR.

The information generated by the cookie about your use of this website (including your IP address) is transmitted to servers of the service in the USA and anonymized there and then transmitted in anonymized form to servers in the USA for further processing and stored there.

The cookie in which the sessions are related to a specific visitor (visitor representing a specific computer) in order to identify customers who have already visited Imperva is stored persistently for a period of 12 months. Furthermore, the data is deleted as soon as it is no longer required to achieve the purpose for which it was collected.

As a user of our website, you have the option to block cookies at any time via your browser settings. You can object to any future recording of your user behavior on the platform; if you click on the link below, you will receive instructions on how to disable cookies on your computer: <https://www.imperva.com/legal/privacy-policy/>

This link will also provide you with further information on data protection at Imperva.

Encryption

This site uses SSL or TLS encryption for security reasons and to protect the transmission of confidential content, such as the requests you send to us as the site operator. You can recognize an encrypted connection by the fact that the address line of the browser changes from "http://" to "https://" and by the lock symbol in the browser line.

If encryption is activated, the data you transmit to us cannot be read by third parties.

Collection of general data and information

Our website collects a range of general data and information each time the website is accessed by a data subject or an automated system. This general data and information is stored in the server log files. It can be recorded:

- browser types and versions used
- operating system used by the accessing computer
- website from which an accessing system gets to our website (so called referrers)
- the sub-websites that are accessed via an accessing system on our website
- the date and time of access to the website
- a web protocol address (IP address)
- the Internet service provider of the accessing system
- other similar data and information that serve to avert danger in the event of attacks on our information technology systems

When using this general data and information, we do not draw any conclusions about the data subject. Rather, this information is required to:

- deliver the content of our website correctly
- to optimize the content of our website and, if applicable, the advertising for it
- to ensure the long-term functionality of our information technology systems and the technology of our website
- to provide law enforcement authorities with the information necessary for prosecution in the event of a cyberattack.

This collected data and information is therefore evaluated by us both statistically and with the aim of increasing data protection and data security in our company in order to ultimately ensure an optimal level of protection for the personal data processed by us. The anonymous

data of the server log files are stored separately from all personal data provided by a data subject.

This data is not merged with other data sources.

This data is collected on the basis of Art. 6 para. 1 lit. f GDPR. The website operator has a legitimate interest in the technically error-free presentation and optimization of its website - the server log files must be recorded for this purpose.

Request by e-mail, telephone or fax

If you contact us by e-mail, telephone or fax, we will store and process your inquiry, including all personal data (name, inquiry), for the purpose of processing your request. We will not pass on this data without your consent.

This data is processed on the basis of Art. 6 para. 1 lit. b GDPR if your request is related to the performance of a contract or is necessary for the implementation of pre-contractual measures. In all other cases, the processing is based on our legitimate interest in the effective processing of the inquiries addressed to us (Art. 6 para. 1 lit. f GDPR) or on your consent (Art. 6 para. 1 lit. a GDPR) if this has been requested.

The data you send to us via contact requests will remain with us until you ask us to delete it, revoke your consent to storage or the purpose for data storage no longer applies (e.g. after your request has been processed). Mandatory statutory provisions - in particular statutory retention periods - remain unaffected.

Data transfer from forms

The data subject has the option of registering on the controller's website by entering personal data for data transmission via forms. Which personal data is transmitted to the controller is determined by the respective input mask used for the entries. The personal data entered by the data subject is collected and stored exclusively for internal use by the controller and for its own purposes. Data transmission from forms is always encrypted.

The controller may arrange for the personal data to be passed on to one or more processors (e.g. a parcel service provider), who will also use the personal data exclusively for internal purposes attributable to the controller.

When data is transmitted on the controller's website, the IP address assigned by the data subject's Internet service provider (ISP), the date and time of the transmission are also stored. This data is stored against the background that this is the only way to prevent misuse of the services offered and, if necessary, to enable criminal offenses and copyright infringements to be investigated. In this respect, the storage of this data is necessary to safeguard the controller. This data will not be passed on to third parties unless there is a legal obligation to pass it on or it serves the purpose of criminal or legal prosecution.

The registration of the data subject with voluntary provision of personal data serves the controller to offer the data subject content or services which, due to the nature of the matter, can only be offered to these users.

This data is processed on the basis of Art. 6 para. 1 lit. b GDPR if your request is related to the performance of a contract or is necessary for the implementation of pre-contractual measures. In all other cases, the processing is based on our legitimate interest in the effective processing of the inquiries addressed to us (Art. 6 para. 1 lit. f GDPR) or on your consent (Art. 6 para. 1 lit. a GDPR) if this has been requested.

The data you send to us via contact requests will remain with us until you ask us to delete it, revoke your consent to storage or the purpose for data storage no longer applies (e.g. after your request has been processed). Mandatory statutory provisions - in particular statutory retention periods - remain unaffected.

Links to other websites

This website contains links to other websites (so-called external links).

As a provider, we are responsible for our own content in accordance with the applicable European and national legislation. Links to content provided by other providers are to be distinguished from our own content. We have no influence on whether the operators of other websites comply with the applicable European and national legal provisions. Please refer to the data protection declarations provided on the respective websites.

Cookies

We use cookies to make our website user-friendly for you and to optimize it to your needs. Cookies are small text files that are sent from a web server to your browser and stored locally on your end device (PC, notebook, tablet, smartphone, etc.) as soon as you visit a website.

Numerous websites and servers use cookies. Many cookies contain a so-called cookie ID. A cookie ID is a unique identifier for the cookie. It consists of a string of characters through which websites and servers can be assigned to the specific web browser in which the cookie was stored. This enables the websites and servers visited to distinguish the individual browser of the data subject from other web browsers that contain other cookies. A specific web browser can be recognized and identified via the unique cookie ID. This information is used to automatically recognize you when you visit the website again with the same end device and to make navigation easier for you.

You can also consent to or reject cookies - including for web tracking - via the settings of your web browser. You can configure your browser so that the acceptance of cookies is refused in principle or you are informed in advance if a cookie is to be stored. In this case, however, the functionality of the website may be impaired (e.g. when placing orders). Your browser also offers a function to delete cookies (e.g. via "Delete browser data"). This is

possible in all common web browsers. You can find further information on this in the operating instructions or in the settings of your browser.

First-party cookies: First-party cookies are permanent cookies that are stored on the computer and only lose their validity when the expiry date assigned to them has expired. The word "party" refers to the domain from which the cookie originates. In contrast to third-party cookies, first-party cookies usually originate from the website operator itself. They are therefore not accessible by browsers across domains. For example, website A issues a cookie A, which is not recognized by website B, but can only be recognized by website A. This means that data cannot be passed on to third parties.

Third-party cookies: In the case of a third-party cookie, the cookie is set and collected by a third party. These cookies are mostly used by advertisers who use the cookies to collect information about the website visitor via their advertisements on other websites. These are data records that are stored in the user's web browser when they visit a page with advertising. If they visit a page with advertising from the same provider again, they will be recognized.

We use cookies to make our website more user-friendly. Some elements of our website require that the accessing browser can be identified even after a page change.

The following data is stored and transmitted in the cookies:

- Java script available
- Session ID

We also use cookies on our website that enable an analysis of the user's surfing behavior.

The following data can be transmitted in this way:

- Search terms entered
- Frequency of page views
- Use of website functions

The user data collected in this way is pseudonymized by technical precautions. It is therefore no longer possible to assign the data to the accessing user. The data is not stored together with other personal data of the user.

When accessing our website, users are informed by an info banner about the use of cookies for analysis purposes and referred to this privacy policy. In this context, there is also a reference to how the storage of cookies can be prevented in the browser settings.

When accessing our website, the user is informed about the use of cookies for analysis purposes and his consent to the processing of the personal data used in this context is obtained. In this context, reference is also made to this privacy policy.

The legal basis for processing personal data using cookies is Art. 6 Para. 1 lit. f GDPR.

The legal basis for personal processing data using technically necessary cookies is Art. 6 Para. 1 lit. f GDPR.

The legal basis for the processing of personal data using cookies for analysis purposes is Art. 6 para. 1 lit. a GDPR and § 25 para. 1 TTDSG if the user has given consent to this.

The purpose of using technically necessary cookies is to simplify the use of websites for users. Some functions of our website cannot be offered without the use of cookies. For these, it is necessary for the browser to be recognized even after a page change.

We need cookies for the following applications:

- Remembering the language selection

The user data collected by technically necessary cookies is not used to create user profiles.

Analysis cookies are used for the purpose of improving the quality of our website and its content. Through the analysis cookies, we learn how the website is used and can thus constantly optimize our offer.

These purposes also constitute our legitimate interest in the processing of personal data in accordance with Art. 6 para. 1 lit. f GDPR.

Cookies are stored on the user's computer and transmitted by it to our website. As a user, you therefore have full control over the use of cookies. You can deactivate or restrict the transmission of cookies by changing the settings in your Internet browser. Cookies that have already been saved can be deleted at any time. This can also be done automatically. If cookies are deactivated for our website, it may no longer be possible to use all functions of the website to their full extent.

The transmission of Flash cookies cannot be prevented via the browser settings, but by changing the Flash Player settings.

Booking system Siteminder - TheBookingButton

We use the online booking system "TheBookingButton" of the provider SiteMinder, Waterfront, Hammersmith Embankment, Manbre Road, London W6 9RU, GB for room reservations on this website. Click on the corresponding button to open an input mask with which you can make a room reservation.

If you would like to book a room with us, it is necessary for the conclusion of the contract that you provide your personal data, which we need for the processing of your booking. Mandatory information required for the processing of contracts is marked separately, other information is voluntary. The data is entered into an input mask and transmitted to us and stored.

Data will also be passed on to the relevant payment service providers. Data will only be passed on to third parties if this is necessary for the purpose of processing the contract or for billing purposes or to collect the payment or if you have expressly consented to this. In this respect, we only pass on the data required in each case.

The legal basis is Art. 6 para. 1 lit. b GDPR. With regard to voluntary data, the legal basis for the processing of data is Art. 6 para. 1 lit. a GDPR.

The mandatory data collected is required to fulfill the contract with the user (for the purpose of providing the goods or services and confirming the content of the contract). We therefore use the data to answer your inquiries, to process your booking, to check your creditworthiness or to collect a debt and for the technical administration of the website. The voluntary information is provided to prevent misuse and, if necessary, to investigate criminal offenses.

The data will be deleted as soon as it is no longer required for the purpose for which it was collected. Due to commercial and tax law requirements, we are obliged to store your address, payment and order data for a period of ten years after the execution of the contract. However, we restrict processing after 6 years, i.e. your data will only be used to comply with legal obligations. If there is a continuing obligation between us and the user, we store the data for the entire term of the contract and for a period of 10 years thereafter (see above). With regard to the data provided voluntarily, we will delete the data 6 years after the contract has been executed, unless another contract is concluded with the user during this time; in this case, the data will be deleted 6 years after the last contract has been executed.

If the data is required to fulfill a contract or to carry out pre-contractual measures, premature deletion of the data is only possible insofar as contractual or legal obligations do not prevent deletion. Otherwise, you are free to have the personal data provided during registration completely deleted from the controller's database. With regard to the voluntary data, you can declare your revocation to the controller at any time. In this case, the voluntary data will be deleted immediately.

You can find more information about the processing of personal data at TheBookingButton in SiteMinder's privacy policy: <https://www.siteminder.com/legal/privacy/>

The Hotels Network

To optimize the user experience on our website, we use software from THE HOTELS NETWORK (<https://www.thehotelsnetwork.com>, Muntaner 262, 3º, 08021 Barcelona, Spain). The software enables us to analyze user behavior in an anonymized way to better understand how users interact with our website and to provide a more relevant user experience. To enable this, The Hotels Network uses cookies that store user data such as browser information, page visits, scrolls, etc. As all analysis and processing is always anonymized, it is impossible to identify the user personally.

Should it nevertheless become necessary to process personal data, this will be done exclusively on the basis of your consent in accordance with Art. 6 para. 1 lit. a GDPR.

We have concluded an order processing agreement ("Data Processing Agreement") in accordance with Art. 28 para. 3 GDPR. In this agreement, we oblige the service provider to protect our customers' data and not to pass it on to third parties.

Further information can be found on the website and in the privacy statement of The Hotels Network:

<https://www.thehotelsnetwork.com/en>

YouTube

On our website, we use plug-ins from the video platform YouTube.de and YouTube.com, a service operated by YouTube LLC, 901 Cherry Avenue, San Bruno, CA 94066, USA (hereinafter referred to as "YouTube") and represented by Google. Using the plug-ins, we can also embed audio-visual content ("videos") that we have published on Youtube.de and, if applicable, Youtube.com on this website. The videos are all integrated in "extended data protection mode", i.e. no data about you as a user is transferred to YouTube if you do not play the videos. Conversely, this means that Data is only transferred when you play the videos. We have no influence on this data transfer.

When you visit the website, YouTube receives the information that you have accessed the corresponding subpage of our website. In addition, the data mentioned under the section "Access data" is transmitted. This occurs regardless of whether YouTube provides a user account through which you are logged in or whether no user account exists. If you are logged in to Google, your data will be assigned directly to your account. If you do not wish your data to be associated with your YouTube profile, you must log out before activating the button.

The legal basis for the use of YouTube is your consent in accordance with Art. 6 para. 1 lit. a GDPR and § 25 para. 1 TTDSG. We have no knowledge of the storage period at YouTube and have no influence on it.

Further information on the purpose and scope of processing by YouTube can be found in the data protection declaration at <https://policies.google.com/privacy>

Google Maps

This website uses the "Google Maps" service from Google to display maps or map sections and thus enables you to conveniently use the map function on the website. The Google Maps Geocoding API is used to determine and display locations. Google Maps is operated by Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA.

When you visit the website, Google receives the information that you have accessed the corresponding subpage of our website. In addition, the data mentioned under the section "Access data" is transmitted to Google. This occurs regardless of whether Google provides a user account through which you are logged in or whether no user account exists. If you are logged in to Google, your data will be assigned directly to your account. If you do not wish your data to be associated with your Google profile, you must log out before activating the button.

The legal basis for the use of Google Maps is your consent in accordance with Art. 6 Para. 1 lit. a GDPR and § 25 Para. 1 TTDSG. We have no knowledge of the storage period at Google and have no influence on it.

Further information on the purpose and scope of processing by the plug-in provider can be found in Google's privacy policy. There you will also find further information on your rights and setting options to protect your privacy: <https://www.google.de/intl/de/policies/privacy>

Further information on the terms of use of Google Maps can be found at: https://www.google.com/intl/de_de/help/terms_maps.html

Google Fonts

Google Fonts (<https://fonts.google.com/>) are used to visually improve the presentation of various information on this website. The web fonts are transferred to the cache of the browser when the page is called up so that they can be used for display.

No cookies are stored on the website visitor's computer when the page is accessed. Data that is transmitted in connection with the page view is sent to resource-specific domains such as fonts.googleapis.com or fonts.gstatic.com. They are not associated with data that may be collected or used in connection with the parallel use of authenticated Google services such as Gmail.

You can prevent the collection and processing of your data by this web service by refusing your consent when entering the website, deactivating the execution in your browser or installing a script blocker in your browser. If your browser does not support Google Fonts or you prevent access to the Google servers, the text will be displayed in the system's default font.

The legal basis for the use of this web service is your consent in accordance with Art. 6 para. 1 lit. a GDPR and § 25 para. 1 TTDSG.

You can find information on the data protection conditions of Google Fonts at: <https://developers.google.com/fonts/faq#Privacy>

General information on data protection can be found in the Google Privacy Center at: <https://policies.google.com/privacy>

Gstatic

A web service of the company Google Ireland Limited, Gordon House, Barrow Street, 4 Dublin, Ireland (hereinafter: Gstatic) is loaded on our website. We use this data to ensure the full functionality of our website. In this context, your browser may transmit personal data to Gstatic.

The legal basis for the use of this web service is your consent in accordance with Art. 6 Para. 1 lit. a GDPR and § 25 Para. 1 TTDSG.

You can prevent the collection and processing of your data by Gstatic by refusing your consent when entering the website, deactivating the execution of script code in your browser or installing a script blocker in your browser.

The data will be deleted as soon as the purpose of their collection has been fulfilled. Further information on the handling of the transferred data can be found in Google's data protection declaration: <https://policies.google.com/privacy>

Sentry

We use the Sentry service provided by Functional Software Inc, 132 Hawthorne Street, San Francisco, California 94107, USA, to improve the technical stability of our service by monitoring system stability and detecting code errors. Sentry only serves these purposes and does not analyze data for advertising purposes. User data, such as information on the device or time of error, is collected anonymously and is not used for personal purposes and is subsequently deleted.

The legal basis for using Sentry is a legitimate interest according to Art. 6 Para. 1 lit. f GDPR. Our legitimate interest lies in the user-friendly design of our offers.

Further information on this can be found in Sentry's privacy policy: <https://sentry.io/privacy/>

Our social media presences

Data processing by social networks

We maintain publicly accessible profiles on social networks. The individual social networks we use are listed below.

Social networks such as Facebook, Twitter etc. can generally analyze your user behavior comprehensively when you visit their website or a website with integrated social media content (e.g. like buttons or advertising banners). Visiting our social media presences triggers numerous data protection-relevant processing operations. In detail:

If you are logged into your social media account and visit our social media presence, the operator of the social media portal can assign this visit to your user account. However, your personal data may also be collected if you are not logged in or do not have an account with the respective social media portal. In this case, this data is collected, for example, via cookies that are stored on your device or by recording your IP address.

With the help of the data collected in this way, the operators of the social media portals can create user profiles in which your preferences and interests are stored. In this way, interest-based advertising can be displayed to you inside and outside the respective social media presence. If you have an account with the respective social network, the interest-based advertising can be displayed on all devices on which you are logged in or have been logged in.

Please also note that we cannot track all processing operations on the social media portals. Depending on the provider, further processing operations may therefore be carried out by

the operators of the social media portals. For details, please refer to the terms of use and data protection provisions of the respective social media portals.

Legal basis

Our social media presences are intended to ensure the widest possible presence on the Internet. This is a legitimate interest within the meaning of Art. 6 para. 1 lit. f GDPR. The analysis processes initiated by the social networks may be based on different legal bases, which must be specified by the operators of the social networks (e.g. consent within the meaning of Art. 6 para. 1 lit. a GDPR).

Responsible party and assertion of rights

If you visit one of our social media sites (e.g. Facebook), we are jointly responsible with the operator of the social media platform for the data processing operations triggered during this visit. You can assert your rights (information, rectification, erasure, restriction of processing, data portability and complaint) both against us and against the operator of the respective social media portal (e.g. Facebook).

Please note that, despite the joint responsibility with the social media portal operators, we do not have full influence on the data processing procedures of the social media portals. Our options are largely determined by the corporate policy of the respective provider.

Storage duration

The data collected directly by us via the social media presence will be deleted from our systems as soon as the purpose for its storage no longer applies, you request us to delete it, revoke your consent to storage or the purpose for data storage no longer applies. Stored cookies remain on your end device until you delete them. Mandatory statutory provisions - in particular retention periods - remain unaffected.

We have no influence on the storage period of your data that is stored by the operators of the social networks for their own purposes. For details, please contact the operators of the social networks directly (e.g. in their privacy policy, see below).

Facebook

We have a profile on Facebook. The provider of this service is Meta Platforms Ireland Limited, 4 Grand Canal Square, Dublin 2, Ireland (hereinafter referred to as "Facebook"). According to Facebook, the data collected is also transferred to the USA and other third countries.

We have concluded an agreement with Facebook on joint processing (Controller Addendum).

This agreement defines which data processing operations we or Facebook are responsible for when you visit our Facebook page. You can view this agreement at the following link:

https://www.facebook.com/legal/terms/page_controller_addendum

You can adjust your advertising settings yourself in your user account. To do this, click on the following link and log in:

<https://www.facebook.com/settings?tab=ads>

Details can be found in Facebook's privacy policy: <https://www.facebook.com/about/privacy/>

Instagram

We have a profile on Instagram. The provider is Instagram Inc, 1601 Willow Road, Menlo Park, CA, 94025, USA. Details on how they handle your personal data can be found in Instagram's privacy policy: <https://help.instagram.com/519522125107875>

YouTube

We have a profile on YouTube. The provider is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. For details on their handling of your personal data, please refer to YouTube's privacy policy:

<https://policies.google.com/privacy?hl=en>

LinkedIn

We have a profile on LinkedIn. The provider is LinkedIn Ireland Unlimited Company, Wilton Plaza, Wilton Place, Dublin 2, Ireland. LinkedIn uses advertising cookies. If you wish to deactivate LinkedIn advertising cookies, please use the following link:

<https://www.linkedin.com/psettings/guest-controls/retargeting-opt-out>

Twitter

We have a profile on Twitter. The provider is Twitter Inc, 1355 Market St, Suite 900, San Francisco, CA 94103, USA. Details on how they handle your personal data can be found in Twitter's privacy policy:

<https://twitter.com/en/privacy>

Name and address of the person responsible:

The controller within the meaning of the EU General Data Protection Regulation (GDPR), other data protection laws applicable in the Member States of the European Union and other provisions of a data protection nature is the:

BOHotel Hamburg GmbH

Ausschläger Weg 68

20537 Hamburg

Phone: +49 40 - 226 331 28 00

E-mail: info@bohotel-hamburg.de

Managing Director:

Hans-Ulrich Dreyer

Name and address of the data protection officer:

SHIELD GmbH

Martin Vogel

Ohlratweg 5

25497 Prisdorf

Phone: +49 4101 - 80 50 600

E-mail: info@shield-datenschutz.de

Hamburg, September 2022

Changes to the privacy policy

We reserve the right to change our data protection practices and this privacy policy in order to adapt them to changes in relevant laws or regulations or to better meet your needs. Possible changes to our data protection practices will be announced here accordingly. Please note the current version date of the privacy policy.