

General Terms & Conditions Hotel Hottingen

1. Object

These **General Terms & Conditions** govern the legal relationship between you and Hotel Hottingen. The booking confirmation or the quotation you signed by way of confirmation is the basis for both direct and online bookings.

2. Expiry dates

Expiry dates for quotations and booking confirmations, etc., are binding for both parties. Once the expiry date has passed, Hotel Hottingen is entitled to cancel the booking, automatically and without further enquiry.

3. Prices

Prices are in Swiss francs (CHF) and are inclusive of VAT. We reserve the right to adjust the published prices at any time. The prices specified in the booking confirmation issued by Hotel Hottingen apply.

4. Cancellation of bookings

If you book one or more rooms without guaranteeing your booking by way of credit card payment, we will keep the room(s) for you until 3:00 p.m. on the arrival day. If you do not arrive by this time, Hotel Hottingen will automatically cancel your booking. Free cancellations of bookings with "non-refundable rates" are not possible. The booked nights will be charged to your credit card.

If you guaranteed your booking by way of credit card payment, and if you subsequently cannot / do not want to make use of the booking, you must cancel the booking by at the latest 24 hours prior to the arrival day. In the case of late cancellation, no-show, late arrival or early departure, at least your first booked overnight stay will always be invoiced / charged to your credit card.

5. Terms of payment

We will send invoices to company addresses in Switzerland provided we receive, in advance, written confirmation that the company will cover the booked services. We do not send invoices to addresses outside of Switzerland. We reserve the right to request a prepayment, depending on the scope and type of the booking. We accept payment by VISA, MasterCard, American Express, EC-Maestro and Postcard or in cash (CHF, €)

6. Damage and theft

Customers are liable towards Hotel Hottingen for any damage and loss they or their guests cause, whereby Hotel Hottingen does not have to establish fault on the part of the customer. Hotel Hottingen declines all liability for theft of and damage to items brought onto the premises by guests or third parties. Hotel rooms are reserved for use by the registered guests. Guests wishing to assign the room to a third party must obtain advance written consent from the Hotel Hottingen management.

7. Applicable law, place of jurisdiction

Swiss law is applicable to the legal relationship between you and Hotel Hottingen. In the event that a provision of the contractual relationship should be found to be invalid, the validity of the remaining provisions of the contract shall remain unaffected. Zurich is the agreed place of jurisdiction; however, Hotel Hottingen reserves the right to pursue legal action at the place of domicile of the defendant. Deviating agreements or supplementary arrangements must be made in writing.

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Data protection

PRO FILIA, Kantonalverein Zürich, Beckenhofstrasse 16, 8006 Zurich, runs the Hotel Hottingen, Hottingerstrasse 31, 8032 Zurich and is the operator / operator of the website www.hotelhottingen.ch and thus responsible for the collection, processing and use of your personal data and the compatibility of the Data processing with the applicable data protection law.

Your trust is important to us, that's why we take the topic of data protection seriously and pay attention to appropriate security. Of course, we observe the legal provisions of the Federal Data Protection Act (DSG), the Federal Data Protection Act (VDSG), the Telecommunications Act (FMG) and other applicable data protection provisions under Swiss or EU law, in particular the General Data Protection Regulation (DSGVO).

To know what personal information we collect from you and for what purpose we use it, please note the information below.

A. Data processing related to our website

1. Call our website

When visiting our website, our servers temporarily store every access in a log file. The following technical data will be recorded by us, as always with every connection to a web server, without your intervention and stored by us after 12 months until automated deletion:

- the IP address of the requesting computer,
- the name of the owner of the IP address range (i.d.R., your internet access provider),
- the date and time of access,
- the website from which the access was made (referrer URL), if applicable, with the search term used,
- the name and URL of the retrieved file,
- the status code (for example, error message),
- the operating system of your computer,
- the browser you are using (type, version and language),
- the transmission protocol used (e.g., HTTP / 1.1) and
- If applicable, your username from a registration / authentication.

The collection and processing of this data is for the purpose of enabling the use of our website (connection establishment), to ensure the long-term security and stability of the system and to optimize our website and for internal statistical purposes. This is our legitimate interest in data processing within the meaning of Art. 6 para. 1 lit. f DSGVO.

The IP address will also be evaluated together with the other data in case of attacks on the network infrastructure or other unauthorized or improper use of the website for the purposes of intelligence and defense and, where appropriate, used in criminal proceedings for identification and civil and criminal proceedings against the users concerned. This is our legitimate interest in the processing of data within the meaning of Art. 6 para. 1 lit. f DSGVO.

2. Use of our contact form

You have the option to use a contact form to contact us. For this we need the following information:

- First and Last Name
- E-mail address
- Message

We use this data as well as a voluntarily given telephone number only to be able to answer your contact request in the best possible and personalized way. The processing of this data is therefore within the meaning of Art. 6 para. 1 lit. b DSGVO is required for the implementation of precontractual measures or is in our legitimate interest in accordance with Art. 6 para. 1 lit. f DSGVO ..

3. Registration for our newsletter

You can subscribe to our newsletter on our website. This requires a registration. As part of the registration, the following data must be provided:

- Title
- First and Last Name
- E-mail address

The above data is necessary for data processing. In addition, you can voluntarily provide additional data (date of birth and country). We process this data exclusively to personalize the information and offers you have received and to better align it with your interests.

By registering, you give us your consent to the processing of the specified data for the regular sending of the newsletter to the address specified by you and for the statistical evaluation of the user behavior and the optimization of the newsletter. This consent constitutes, within the meaning of Art. 6 para. 1 lit. a DSGVO is our legal basis for the processing of your e-mail address. We are entitled to commission third parties with the technical handling of advertising measures and are entitled to pass on your data for this purpose (see section 13 below).

At the end of each newsletter you will find a link where you can unsubscribe at any time. As part of the deregistration you can inform us voluntarily the reason for the deregistration. After the cancellation your

personal data will be deleted. Any further processing will only be done anonymously to optimize our newsletter.

4. Opening a customer account

To make reservations on our website, you can order as a guest or create a customer account. When registering for a customer account, we collect the following data:

- Title
- First and Last Name
- Postal address
- Phone
- Password
- Date of birth

The collection of these and other data voluntarily provided by you (eg company name) is done for the purpose of providing you with password-protected direct access to your basic data stored with us. You can view your past and current bookings or manage or change your personal information.

The legal basis for the processing of the data for this purpose lies in the consent given by you pursuant to Art. 6 (1) lit. a GDPR.

5. Booking on the website, by correspondence or by phone call

If you make bookings either via our website, by correspondence (email or letter post) or by telephone call, we need the following data for the execution of the contract:

- Title
- First and Last Name
- postal address
- Date of birth
- Phone
- language
- Credit card information
- E-mail address

We will only use this information and other information voluntarily provided by you (eg expected time of arrival, motor vehicle license plate, preferences, remarks) to process the contract, unless otherwise stated in this privacy statement or you have not specifically consented thereto. We will process the data by name in order to record your booking as requested, to provide the booked services, to contact you in case of any uncertainties or problems and to ensure the correct payment. The legal basis for data processing for this purpose lies in the fulfillment of a contract pursuant to Art. 6 para. 1 lit. b DSGVO.

6. cookies

Cookies help in many ways to make your visit to our website easier, enjoyable and meaningful. Cookies are information files that your web browser automatically saves to your computer's hard drive when you visit our website.

For example, we use cookies to temporarily store your selected services and submissions when filling out a form on the website, so that you do not have to repeat the entry when you access another subpage. Cookies may also be used to identify you as a registered user after you have registered on the website without having to log in again when you access another subpage.

Most internet browsers accept cookies automatically. However, you can configure your browser so that no cookies are stored on your computer or a note always appears when you receive a new cookie. On the following Pages explain how to configure cookies to work with the most popular browsers:

- Microsoft's Windows Internet Explorer
- Microsoft's Windows Internet Explorer Mobile
- Mozilla Firefox
- Google Chrome for Desktop
- Google Chrome for mobile
- Apple Safari for Desktop
- Apple Safari for mobile

Disabling cookies may mean that you can not use all features of our website.

7. Tracking Tools

a. General

For the purpose of the needs-based design and continuous optimization of our website, we use the web analytics service provided by Google Analytics. In this context, pseudonymized usage profiles are created and small text files stored on your computer ("cookies") are used. The information generated by the cookie about your use of this website is transmitted to the servers of the providers of these services,

stored there and prepared for us. In addition to the under no. 1, we may receive the following information:

- Navigation path that a visitor takes on the site,
- length of stay on the website or subpage,
- the subpage on which the website will be left,
- the country, region or city from which access is made,
- End device (type, version, color depth, resolution, width and height of the browser window) and
- Recurring or new visitor.

The information is used to evaluate the use of the website, to compile reports on website activity, and to provide other services related to website activity and internet usage for the purposes of market research and tailoring of this website. This information may also be transferred to third parties if required by law or if third parties process this data in order.

b. Google Analytics

Provider of Google Analytics is Google Inc., a company of the holding company Alphabet Inc, based in the US. Before the data is transmitted to the provider, the IP address will be truncated by activating IP anonymisation ("anonymizeIP") on this website within the member states of the European Union or in other contracting states of the Agreement on the European Economic Area. The anonymized IP address provided by Google Analytics within the scope of Google Analytics will not be merged with other data provided by Google. Only in exceptional cases will the full IP address be sent to a Google server in the US and shortened there. In these cases, we provide contractual warranties to ensure that Google Inc. maintains a reasonable level of data protection. According to Google Inc., under no circumstances will the IP address be associated with other data related to the user.

For more information about the web analytics service used, visit the Google Analytics website. For instructions on how to prevent your data from being processed by the Web Analytics Service, see <http://tools.google.com/dlpage/gaoptout?hl=en>.

B. Data processing related to your stay

8. Data processing to fulfill legal reporting obligations

Upon arrival at our hotel, we may need the following information from you and your escorts:

- First and Last Name
- postal address and canton
- Date of birth
- Place of birth
- Nationality
- Official ID and number
- Arrival and departure day
- room number

We provide this information for the fulfillment of legal reporting obligations, which arise in particular from the hospitality or police law. Insofar as we are required to do so under the applicable regulations, we will forward this information to the relevant police authority.

In fulfilling the legal requirements, our legitimate interest within the meaning of Art. 6 para. 1 lit. f DSGVO.

9. Recording related services

If you receive additional services during your stay (for example, make use of the mini-bar or the pay-TV service), the object of service as well as the time of receipt of the service will be recorded by us for billing purposes. The processing of this data is within the meaning of Art. 6 para. 1 lit. b DSGVO required for the execution of the contract with us.

C. Storage and exchange of data with third parties

10 booking platforms

If you make bookings via a third-party platform, we will receive various personal information from the respective platform operator. These are usually the in Ziff. 5 of this privacy policy. In addition, inquiries about your booking may be forwarded to us. We will process this data by name in order to record your booking as requested and to make the booked services available. The legal basis for data processing for this purpose lies in the fulfillment of a contract pursuant to Art. 6 para. 1 lit. b DSGVO.

Finally, we may be notified by the platform operators about disputes related to a booking. In doing so, we may also receive data on the booking process, which may include a copy of the booking confirmation as proof of the actual posting. We edit this data for Preservation and enforcement of our claims. This is our legitimate interest within the meaning of Art. 6 para. 1 lit. f DSGVO.

Please also note the privacy policy of the respective provider.

11. Central storage and linking of data

We store the data specified in paragraphs 2-5 and 8-10 in a central electronic data processing system. The data relating to you are systematically recorded and linked to the processing of your bookings and the processing of the contractual services. For this purpose, we use the software Protel Air from Rebagdata AG, CH-8810 Horgen. The processing of this data as part of the software is based on our legitimate interest within the meaning of Art. 6 para. 1 lit. f DSGVO on customer-friendly and efficient customer data management.

12. Retention PeriodWe only store personal information for as long as is necessary to use the above tracking services as well as any further processing within the scope of our legitimate interest. Contract data is kept longer by us, as this is required by statutory storage requirements. Retention requirements, which oblige us to keep data, result from rules on the right to report, over the accounting and from the tax law. According to these regulations, business communication, closed contracts and accounting documents must be kept for up to 10 years. As far as we no longer need this data to carry out the services for you, the data will be blocked. This means that the data may then only be used for accounting purposes and may be used for tax purposes

13. Disclosure of data to third parties

We only pass on your personal data if you have expressly consented to a legal obligation to do so or if this is necessary to enforce our rights, in particular to enforce claims arising from the contractual relationship. In addition, we pass your data on to third parties, as far as this in the context of the use of the website and the contract (including outside the website), especially the processing of your bookings is required.

A service provider, to which the personal data collected via the website is passed on or has access to it, is our web host Atrix Consulting GmbH, 8005 Zurich. The website is hosted on servers in DE. The transfer of data is for the purpose of providing and maintaining the functionality of our website. This is our legitimate interest within the meaning of Art. 6 para. 1 lit. f DSGVO.

Finally, we will forward your credit card information to your credit card issuer and credit card acquirer when making a credit card payment on the website. If you decide to pay by credit card, you will be asked to enter all the necessary information. The legal basis for passing on the data lies in the fulfillment of a contract pursuant to Art. 6 para. 1 lit. b DSGVO. Regarding the processing of your credit card information by these third parties, we ask you to also read the terms and conditions and privacy policy of your credit card issuer.

Please also note regarding the data transfer to third parties and the notes in no. 7-8 and 10-11.

14. Transfer of personal data abroad

We are also entitled to transfer your personal data to third parties (contracted service providers) abroad for the purposes of the data processing described in this privacy policy. These are obliged to the same extent as we ourselves for data protection. If the level of data protection in one country does not correspond to the Swiss or the European one, we contractually ensure that the protection of your personal data at all times corresponds to that in Switzerland or in the EU.

D. More information

15. Right to information, correction, erasure and restriction of processing; Right to data portability

You have the right to receive information about the personal data that we store about you on request. In addition, you have the right to correct inaccurate data and the right to delete your personal data, as far as there is no statutory storage obligation or an authorization requirement that allows us to process the data.

You also have the right to reclaim from us the data you have given us (right to data portability). On request, we also pass the data on to a third party of your choice. You have the right to receive the data in a common file format.

You can reach us for the aforementioned purposes via the e-mail address info@hotelhottingen.ch. We may, at our sole discretion, require proof of identity to process your requests.

16. Data security

We use appropriate technical and organizational security measures to protect your personal data stored against manipulation, partial or complete loss and against unauthorized access by third parties. Our security measures are continuously improved in line with technological developments.

You should always treat your access data confidentially and close the browser window when you have finished communicating with us, especially if you share your computer with others.

We also take corporate privacy very seriously. Our employees and the service companies commissioned by us have been obliged by us to secrecy and to comply with data protection regulations.

17. Notice on data transfers to the USA

For the sake of completeness, we would like to point out to users domiciled or domiciled in Switzerland that there are surveillance measures in the US by US authorities, which generally require the storage of all personal data of all persons whose data were transferred from Switzerland to the USA. allows. This is done without any differentiation, limitation or exception on the basis of the objective pursued and without an objective criterion that would limit the US authorities' access to the data and its subsequent use to very specific, strictly limited purposes, which is consistent with both the To justify access to these data as well as to interfere with their use. Furthermore, we would like to point out that in the USA there are no legal remedies available for the persons concerned from Switzerland which allow them to obtain access to the data concerning them and to obtain their rectification or deletion, or no effective judicial protection against general legal protection Access rights of US authorities. We explicitly inform the person concerned about this legal and factual situation in order to make a correspondingly informed decision to consent to the use of his data.

18. Right to complain to a data protection supervisory authority

You have the right to complain to a data protection supervisory authority at any time.

E. DATA PROTECTION DECLARATION FOR THE USE OF FACEBOOK PLUG-INS (LIKE BUTTON)

Plug-ins from the social network Facebook, 1601 South California Avenue, Palo Alto, CA 94304, USA are integrated on our website. You can recognize the Facebook plug -ins on our website by the Facebook logo or the "Like button". An overview of the Facebook plug -ins can be found here: <https://developers.facebook.com/docs/plugins>.

When you visit our pages, a direct connection between your browser and the Facebook server is established via the plug-in. Facebook will then be provided with the information, that you have visited our website with your IP address. If you click on the Face book "Like" button while you are logged into your Facebook account, then you can link the content of our pages to your Facebook profile. Facebook can then associate your visit to our website with your user account. We would like to point out, that we as a provider of the pages obtain no information about the content of the transmitted information as well as its use by Facebook. More information about this can be found in the data protection declaration of Facebook <https://www.facebook.com/about/privacy/>.

If you don't want Facebook to assign the data gathered from our website to your Facebook account, then you have to log off Facebook before visiting our website.

F. DATA PROTECTION DECLARATION FOR THE USE OF GOOGLE ANALYTICS

This website uses Google Analytics, a web analysis service from Google Inc. ("Google"). Google Analytics uses so-called "Cookies", text files that are stored on your computer and which allow an analysis of the use of the website by you. The information created by the cookie concerning your use of this website is generally transmitted to a Google server in the USA and stored there. If IP anonymization is activated on this website, Google will truncate your IP address in advance within the member states of the European Union or in other state parties to the Agreement on the European Economic Area.

The full IP address will only be transferred to a Google server in the USA and truncated there in exceptional cases. Google will use this information to analyse your use of the website to compile reports about the website activity for the website operators and to provide further services related to the use of the website and the Internet. Google will also forward this information to third parties if necessary, provided that this is required by law or as far as third parties process this data on behalf of Google. The IP address disclosed by your browser as part of Google Analytics will not be merged with other data held by Google.

You can prevent the installation of cookies by selecting the appropriate settings on your browser, however we would like to point out that if you do so, you may not be able to make full use of all the functions on this website. By using this website, you agree that the data collected about you by Google may be processed in the manner described above and for the purposes previously mentioned.

The Google +1 button facilitates the publishing of information worldwide. Using the Google +1 gives you and other users personalized content from Google and its partners. Google saves both the information, that you have given content +1, as well as information about the website you viewed when clicking on +1. Your +1 can be viewed as information together your profile name and your photo in Google services, such as in search results or in your Google profile, or elsewhere on websites and ads on the Internet.

Google records information about your +1 activities to improve Google's services for you and others.

To be able to use the Google +1 button, you require a globally visible, public Google profile, which at the very least contains the name selected for the profile. This name is used in all Google services. In some cases, this name can also replace another name that you have used when sharing content via your Google account. The identity of your Google profile can be displayed to users who know your e-mail address or have other information that identifies you.

In addition to the intended uses described above, the information that you provide will be used in accordance with the applicable Google Privacy Policy (<http://www.google.com/intl/de/policies/privacy/>). Google may publish statistics they have compiled about the +1 activities of the user or share these statistics with our users and partners, such as publishers, advertis