

Privacy policy for the online booking tool DIRS21 from TourOnline AG

The booking functionality on this website within the scope of this online booking tool ("OBT") is made available to you by TourOnline AG, Borsigstraße 26, 73249 Wernau, Germany (www.dirs21.de), hereinafter referred to as "TOAG". Your data will always be collected and used in accordance with the provisions of the General Data Protection Regulation (EU) 2016/679 (GDPR), the Federal Data Protection Act (BDSG) and the Telemedia Act (TMG). In the following we therefore inform you - as the party responsible for data processing - which data is collected by us and how we process this data.

1) Personal data

Personal data within the meaning of the GDPR is all information relating to an identified or identifiable natural person; a natural person is identifiable if they can be identified directly or indirectly, in particular by assignment to an identifier such as a name, an identification number, location data, an online identifier or to one or more special characteristics that express the physical, physiological, genetic, psychological, economic, cultural or social identity of this natural person. Personal data will only be stored if this is necessary for the provision of the booked service, for compliance with legal requirements or for the purpose stated below.

2) Anonymised data / log files

You can access this online booking tool ("OBT") without the need to collect personal data. However, certain anonymised data is stored each time you access the website, e.g. which offer was accessed. However, this data is not personal and is therefore not subject to the legal regulations of the GDPR or the BDSG.

The TOAG collects data about access to the OBT and stores this as "server log files". The following data is logged in this way:

Visited website, time of access, amount of data sent in bytes, source/reference from which you accessed the site, browser used, operating system used, IP address used

The data collected is used solely for statistical evaluations and to improve the website. However, the website operator reserves the right to subsequently check the server log files if there are concrete indications of illegal use.

Anonymous data is collected solely for statistical evaluation in order to improve our services. Please refer to "Right of information / Right of revocation".

3) Purpose of personal data collection

The collection of personal data becomes necessary, however, when you book a trip or other service via our OBT for which the processing of personal data is necessary. The temporary storage of the IP address by the system is necessary to enable the website to be delivered to the user's computer. To this end the IP address of the user must remain stored for the duration of the session. Furthermore, the data is stored in log files to ensure the functionality of the website. In addition, we use the data to optimise the website and to ensure the security of our information technology systems. No evaluation of the data for marketing purposes takes place in this context. Our legitimate interest in data processing in accordance with Art. 6 para. 1 lit. f GDPR is also based upon these purposes.

If you wish to contact a host directly via the contact form that is displayed, the data you provide will be stored and processed by us for this purpose and transmitted to the respective host for the purpose of contacting you. The data will not be passed on to third parties.

In the case of booking a trip or other service, the data collected is used for the processing of this booking, for advertising purposes within the legal requirements, and for statistical purposes.

4) Legal basis for the processing of personal data

Insofar as we obtain the consent of the data subject for the processing of personal data, Art. 6 para. 1 lit. a EU General Data Protection Regulation (GDPR) serves as the legal basis. For the processing of personal data required to fulfil a contract to which the data subject is a party, Art. 6 para. 1 lit. b GDPR serves as the legal basis. This also applies to processing operations that are necessary to carry out pre-contractual measures.

Insofar as the processing of personal data is required to fulfil a legal obligation to which our company is subject, Art. 6 para. 1 lit. c GDPR serves as the legal basis.

In the event that the vital interests of the data subject or another natural person require the processing of personal data, Article 6(1)(d) GDPR serves as the legal basis.

If processing is necessary to safeguard a legitimate interest of our company or a third party and if the interests, fundamental rights and freedoms of the data subject do not outweigh the first-mentioned interest, Art. 6 para. 1 lit. f GDPR serves as the legal basis for processing.

5) Disclosure of personal data to third parties

Insofar as it is necessary for the provision of the contractual service or legal obligations owed by us, your data will also be passed on to sub-contractors or service providers to provide the service on our behalf or as contracted by us (e.g. technical processing of mail and e-mail dispatching, payment processing, customer service).

Furthermore, the data is passed on to persons or companies to process your booking, in particular to airlines, tour operators, hotels, travel agencies, car rental companies, cruise lines, authorities, etc. Please note that the data protection regulations at the registered office of these persons and companies may differ from those in Germany.

Your data will also be disclosed and transmitted to third parties if we are obliged to do so by law or as a result of legally binding court proceedings.

You have the right to receive the personal data concerning you that you have provided to us in a structured, common and machine-readable format. In addition, you have the right to pass this data on to another responsible party without obstruction by the responsible party to whom the personal data was provided.

6) Storage and deletion of data

Your personal data will be stored within the framework of the purposes stated under the item "Purpose of personal data collection". The personal data of the person concerned will be deleted or blocked as soon as the purpose of storage ceases to apply. Furthermore, data may be stored if this has been stipulated by the European or national legislator in EU regulations, laws or other provisions to which the person responsible is subject. The legislator has enacted a variety of storage obligations and periods. The data will also be blocked or deleted if a storage period prescribed by the aforementioned standards expires, unless there is a need for further storage of the data for the conclusion or fulfilment of a contract.

7) Use of cookies

We use cookies (small computer files with text information that the web server sends to your Internet browser) to improve your experience when you visit our online offers. For example, some notices only appear once if you allow us to set a cookie. In addition, our cookies have an expiration date. If you delete your cookies manually before they expire, you will receive a new cookie the next time you visit the site, unless you block the cookie from being stored. We assure you that we do not store any personal data in cookies.

Any use of our offers without acceptance of cookies is unfortunately only possible under certain circumstances. We therefore recommend that you permanently activate cookies for our Internet presence. Most Internet browsers are set to automatically accept cookies. However, you can deactivate the storage of cookies and set your Internet browser so that it informs you as soon as cookies are sent.

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

The legal basis for the processing of personal data using cookies for analytical purposes is Art. 6 para. 1 lit. a GDPR.

8) Google Analytics

This website uses Google Analytics, a web analysis service of Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). Google Analytics uses "cookies", which are text files placed on your computer to help analyse how you use the website. The information generated by the cookie concerning your use of the website (including your IP address) will be transmitted to and stored by Google on a server in the USA. Google uses this information to evaluate your use of the site in order to compile reports on website activities for the website operators and provide additional services associated with the use of the website and the Internet. In addition, Google may potentially transfer this information to third parties, if doing so is required by law or if the third parties in question process said data on Google's behalf. Google will under no circumstances link your IP address to other Google data. You can prevent cookies from being installed by using a corresponding setting in your browser software; however, be advised that you may not be able to make full use all of this website's functions in such case. By using this website, you consent to Google's processing of the data collected on you in the aforementioned manner and for the aforementioned purpose.

The Google tracking codes of this website use the "_anonymizeIp()" function so IP addresses are only processed in abbreviated form in order to exclude direct personal reference. You can object to data being collected and stored at any time, thus preventing collection and storage in future. Clicking the "Disable" button completely disables tracking. The browser used needs to accept cookies in order for the objection to be made permanently. Alternatively, you can object to the collection of data by using a Google browser plug-in to prevent the information collected by cookies (including your IP address) from being sent to Google Inc. and used by Google Inc. The following link leads you to the corresponding plugin: <https://tools.google.com/dlpage/gaoptout?hl=de>

9) Use of Google Font

Our website uses Google Fonts and the Google Fonts API to display fonts and symbols visually. When using Google Fonts, Google also collects, processes and uses data about the use of the fonts functions by visitors to the website, unless the data is stored on the local servers of our online presence. Further information about data processing by Google can be found in Google's privacy policy at <http://www.google.com/privacypolicy.html>. There you can also change your settings in the Data Protection Centre so that you can manage and protect your data. The terms of use of Google Fonts can be found at <https://fonts.google.com/about#> and <https://policies.google.com/terms?hl=en>

10) Right of information / Right of revocation; further rights of persons concerned

You have the right:

- in accordance with Art. 15 GDPR, to request information about your personal data processed by us. In particular, you may request information about the purposes of

processing, the category of personal data, the categories of recipients to whom your data has been or will be disclosed, the planned storage period, the existence of a right to rectification, deletion, restriction of processing or objection, the existence of a right of appeal, the origin of your data, if these have not been collected by us, and the existence of automated decision-making including profiling and, if applicable, meaningful information on their details;

- in accordance with Art. 16 GDPR, to immediately request the correction of incorrect personal data or the completion of personal data stored by us ;
- in accordance with Art. 17 GDPR, to request the deletion of your personal data stored by us, unless the processing is necessary to exercise the right to freedom of expression and information, to fulfil a legal obligation, for reasons of public interest or to assert, exercise or defend legal claims;
- in accordance with Art. 18 GDPR, to restrict the processing of your personal data if you dispute the accuracy of the data, if the processing is unlawful but you refuse to delete the data and we no longer need the data, but if you need it to assert, exercise or defend legal claims or if you have filed an objection to the processing in accordance with Art. 21 GDPR;
- in accordance with Art. 20 GDPR, to receive your personal data that you have provided to us in a structured, current and machine-readable format or to request its transfer to another responsible party;
- in accordance with Art. 7 para. 3 GDPR, to revoke your consent to us at any time. As a result, we are no longer allowed to continue processing data based on this consent in the future and
- in accordance with Art. 77 GDPR, to complain to a supervisory authority. As a rule, you can contact the supervisory authority at your usual place of residence or workplace or at our company headquarters.

To revoke your consent to the use of your data, to request information or the correction, blocking or deletion of your data, or to exercise your other rights as a data subject, please contact us:

TourOnline AG
Borsigstrasse 26
73249 Wernau - Germany

Email: info@dirs21.de

Phone: +49 (0) 7153 9250 0

Fax: +49 (0) 7153 9250 40

You are of course entitled to these rights free of charge, without incurring higher transmission costs than for the basic rates.

Below you will find the contact address of our company's data protection officer. Our data protection officer is:

Solicitor Frank Hütten

Noll & Hütten Rechtsanwälte GbR, c/o Bayern Reisen & Service GmbH
Industrial park D 33
93059 Regensburg Germany

Email: datenschutzbeauftragter@dirs21.de

Phone: +49 (0) 7153 9250 0

Fax: +49 (0) 7153 9250 40

Please do not contact the data protection officer directly for the exercise of your rights as a data subject, such as the rights to information, correction, blocking or deletion of your personal data, but first contact directly the persons responsible for data protection mentioned above, who will process your request immediately.

11) Security, questions and suggestions, responsible party

Last but not least, security also depends on your system. You should always keep your access information confidential, never have passwords stored by the web internet browser and close the internet browser window when you end your visit to our website. This will make it more difficult for third parties to access your personal data. Use an operating system that can manage user rights. Set up multiple users in the family on your system and never use the Internet under administrator privileges. Use security software such as virus scanners and firewalls and keep your system up to date. The responsible party for this online booking tool ("OBT"), in accordance with the general data protection regulation, other national data protection laws of the member states, as well as other data protection regulations, is:

TourOnline AG

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73249 Wernau

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