

Privacy policy

Thank you for visiting our website hotel-crown.ch and for your interest in our company.

The protection of your personal data, such as date of birth, name, telephone number, address, etc., is important to us.

The purpose of this privacy policy is to inform you about the processing of your personal data that we collect from you when you visit the site. Our data protection practice is in accordance with the legal regulations of the Swiss Federal Data Protection Act (FADP). The following data protection declaration serves to fulfil the information obligations arising from the FADP. These can be found, for example, in Art. 19 ff. FADP.

Owner

The data controller within the meaning of Art. 5 let. j FADP is a private person or the federal body that decides on the purpose and means of processing.

With regard to our website, the owner:

Hotel Crown
Gotthardstrasse 64
6490 Andermatt
Switzerland
E-mail: info@hotel-crown.ch
Tel: +41 41 888 03 03

Provision of the website and creation of log files

Each time our website is accessed, our system automatically collects data and information from the device (e.g. computer, mobile phone, tablet, etc.) used to access it.

What personal data is collected and to what extent is it processed?

- (1) Information about the browser type and version used;
- (2) The operating system of the retrieval device;
- (3) Host name of the accessing computer;
- (4) The IP address of the retrieval device;
- (5) Date and time of access;
- (6) Websites and resources (images, files, other page content) accessed on our website;
- (7) Websites from which the user's system accessed our website (referrer tracking);
- (8) Message whether the retrieval was successful;
- (9) Amount of data transmitted

This data is stored in the log files of our system. This data is not stored together with the personal data of a specific user, so that individual site visitors cannot be identified.

Legal basis for the processing of personal data

Personal data is processed in accordance with the principle of legality (Art. 6 para. 1 FADP) and the principle of good faith (Art. 6 para. 2 FADP and Art. 2 CC).

Purpose of data processing

The temporary (automated) storage of data is necessary for the course of a website visit in order to enable delivery of the website. The storage and processing of personal data is also carried out to maintain the compatibility of our website for as many visitors as possible and to combat abuse and eliminate malfunctions. For this purpose, it is necessary to log the technical data of the accessing computer in order to be able to react as early as possible to display errors, attacks on our IT systems and/or errors in the functionality of our website. In addition, we use the data to optimise the website and to generally ensure the security of our information technology systems.

Duration of storage

The deletion of the aforementioned technical data takes place as soon as they are no longer required to ensure the compatibility of the website for all visitors, but no later than 3 months after accessing our website.

Possibility of restriction, objection, correction and deletion

You can request correction or deletion of the data at any time. You can find out what rights you have and how to exercise them at the bottom of this privacy policy.

Special functions of the website

Our site offers you various functions, during the use of which personal data is collected, processed and stored by us. We explain below what happens to this data:

Order form

- **What personal data is collected and to what extent is it processed?**

The data you enter in the form fields, such as address, surname, first name, etc., will be processed by us to fulfil the purpose stated below.

- **Legal basis for the processing of personal data**

Personal data is processed in accordance with the principle of legality (Art. 6 para. 1 FADP) and the principle of good faith (Art. 6 para. 2 FADP and Art. 2 CC).

- **Purpose of data processing**

The purpose of the data processing is to process your order so that we can fulfil or initiate the contract concluded with you.

- **Duration of storage**

The data is deleted as soon as it is no longer required for processing the order and there are no longer any legal storage obligations. As a rule, the legislator provides for a retention obligation of 10 years.

- **Necessity of providing personal data**

The information in the order form is necessary for the conclusion of a contract. If you do not fill in the mandatory fields or do not fill them in completely, the order you have requested cannot be carried out.

Booking request form

- **Scope of the processing of personal data**

We will process the data you enter in our booking request form (date, number of persons, etc.) to fulfil the following purpose.

- **Legal basis for the processing of personal data**

Personal data is processed in accordance with the principle of legality (Art. 6 para. 1 FADP) and the principle of good faith (para. 2 FADP or Art. 2 CC).

- **Purpose of data processing**

A pre-contractual exchange of information is necessary in order to check your booking so that we can prepare for the possible conclusion of a contract at a later date.

- **Duration of storage**

The data is deleted as soon as it is no longer required for processing the booking and there are no longer any legal retention obligations.

- **Necessity of providing personal data**

The information in the booking request form is required in order to process your booking properly. If you do not fill in the required fields or do not fill them in completely, we will not be able to process your booking request.

Login area / Registration

- **Scope of personal data processing and personal data collected**

The registration and login details you have entered with us or have been provided to you.

- **Legal basis for the processing of personal data**

Personal data is processed in accordance with the principle of legality (Art. 6 para. 1 FADP) and the principle of good faith (Art. 6 para. 2 FADP and Art. 2 CC).

- **Purpose of data processing**

You have the option of using a separate login area on our website. In order for us to check your authorisation to use the protected area or the protected documents, you must enter your login data (e-mail or user name and password) in the corresponding form. If required, we can send you your login data or the option to reset the password by e-mail on request.

- **Duration of storage**

The data collected will be stored for as long as you maintain a user account with us.

- **Possibility of restriction, objection, correction and deletion**

You can request correction or deletion of the data at any time. You can find out what rights you have and how to exercise them at the bottom of this privacy policy.

- **Necessity of providing personal data**

Certain pages and their contents are not publicly accessible. Via the login area on our site, certain users can gain access to the protected area. The use of the content protected by the login area is not possible without entering personal data. If you wish to use our login area, you must fill in the fields marked as mandatory (user name and password). The entry of the data requires the existence of a user account. Registration is not possible if the data you have entered is incorrect. If the data you enter is incorrect or not entered at all, the protected area cannot be used. However, the rest of the site can still be used without a login.

Disclosure of information to third parties

Personal data is processed in accordance with the principle of legality (Art. 6 para. 1 FADP) and the principle of good faith (Art. 6 para. 2 FADP and Art. 2 CC).

The disclosure of information to third parties depends on the scope of the activities or offers of our website or our business model described below.

As a matter of principle, we only keep your information for as long as necessary and treat it confidentially. Exceptions to this are the transfer of personal data to debt collection service providers, to public bodies and authorities and to private individuals, who have a right to it due to legal regulations, court decisions or official orders as well as the transfer to authorities for the purpose of initiating legal proceedings or for law enforcement purposes if our legally protected rights are attacked.

Statistical analysis of visits to this website - Webtracker

We collect, process and store the following data when this website or individual files on the website are accessed: IP address, website from which the file was accessed, name of the file, date and time of access, amount of data transferred and report on the success of the access (so-called web log). We use this access data exclusively in non-personalised form for the continuous improvement of our website and for statistical purposes.

Any personal data is processed in accordance with the principle of legality (Art. 6 para. 1 FADP) and the principle of good faith (Art. 6 para. 2 FADP and Art. 2 CC). We also use the following web trackers to evaluate visits to this website:

- **Google**

We use on our site the service Google of the company Google Ireland Limited, Gordon House, Barrow Street, 4 Dublin, Ireland, e-mail: support-deutschland@google.com, website: <http://www.google.com/>. According to the assessment of Swiss authorities, the processing takes place in safe third countries. You can find the list of countries in Switzerland and further information at the following link: <https://www.edoeb.admin.ch/edoeb/de/home/datenschutz/handel-und-wirtschaft/uebermittlung-ins-ausland.html>.

The legal basis for the transmission of personal data is your consent pursuant to Art. 6 para. 6 FADP or Art. 31 para. 1 FADP, which you have given on our website.

We use Google in order to be able to load further services from Google on the website. The service is used to provide further Google services, such as the data processing required for the provision of streams and fonts and relevant Google search content. It is technically required in order to be able to exchange the site visitor's information already available to Google between the Google services and to be able to provide the site visitor with individual content adapted to his or her Google account.

For the processing itself, the service or we collect the following data: Background data stored in the Google user account or at other Google services about the page visitor, background data for the provision of Google services such as streaming data or advertising data, data about the page user's use of Google search, details of the terminal device used, the IP address and the user's browser and other data from Google services for the provision of Google services related to our website.

If the service is activated on our website, our website establishes a connection to the servers of Google Ireland Limited and transfers the required data. As part of the order processing, personal data may also be transmitted to the servers of the company Google LLC, 1600 Amphitheatre Parkway, 94043 Mountain View, United States. when using the Google service on our website, Google may transmit and process information from other Google services in order to provide background services for the display and data processing of the services provided by Google. For this purpose, data may also be transferred to the Google services Google Apis, Doubleclick, Google Cloud, and Google Ads and Google Fonts in accordance with the Google privacy policy. You can access the certification under the EU-US Data Privacy Framework at <https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt000000001L5AAI&status=Active>.

You can revoke the processing of your data at any time. You will find more information on revoking your consent either with the consent itself or at the end of this privacy policy.

For further information on the handling of transmitted data, please refer to the provider's privacy policy at <https://policies.google.com/privacy>.

The provider also offers an opt-out option at <https://support.google.com/My-Ad-Center-Help/answer/12155451?hl=de>.

- **Google Maps**

We use on our site the service Google Maps of the company Google Ireland Limited, Gordon House, Barrow Street, 4 Dublin, Ireland, e-mail: support-deutschland@google.com, website: <http://www.google.com/>. According to the assessment of Swiss authorities, the processing takes place in safe third countries. You can find the list of countries in Switzerland and further information at the following link: <https://www.edoeb.admin.ch/edoeb/de/home/datenschutz/handel-und-wirtschaft/uebermittlung-ins-ausland.html>.

The legal basis for the transmission of personal data is your consent pursuant to Art. 6 para. 6 FADP or Art. 31 para. 1 FADP, which you have given on our website.

On our behalf, Google will use the information obtained via Google Maps to show you the map. Using Google Maps, you can find us faster and more accurately than with a simple non-interactive map. Likewise, the relevant data will be used to associate site visitors who view our Google Maps map, possibly with the aid of the Google advertising ID, and to link them with physical visits and calls to further contact information listed on Google. In this way, Google can make an assessment of the expected visitor flows.

For the processing itself, the service or we collect the following data: Data required for the visualisation and display of location data in the form of a map, such as in particular IP address, information from Google background services such as Google Apis, search terms, IP address, coordinates, start location and destination when using the route planner, location data, Google advertising ID, Android advertising ID.

We have concluded a joint processing agreement with Google with regard to Google Maps. You can find the content at <https://privacy.google.com/intl/de/businesses/mapscontrollerterms/>. if the service is activated on our website, our website establishes a connection to the servers of the company Google Ireland Limited and transfers the required data. As part of the order processing, personal data may also be transmitted to the servers of the company Google LLC, 1600 Amphitheatre Parkway, 94043 Mountain View, United States. when using the Google service on our website, Google may transmit and process information from other Google services in order to provide background services for the display and data processing of the services provided by Google. For this purpose, data processing may also be carried out by the Google services Google Apis, Google Cloud and Google Fonts in accordance with the Google data protection declaration under the data protection responsibility of Google. You can access the certification under the EU-US Data Privacy Framework at <https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt000000001L5AAI&status=Active>.

You can revoke the processing of your data at any time. You will find more information on revoking your consent either with the consent itself or at the end of this privacy policy.

For further information on the handling of transmitted data, please refer to the provider's privacy policy at <https://policies.google.com/privacy>.

The provider also offers an opt-out option at <https://support.google.com/My-Ad-Center-Help/answer/12155451?hl=de>.

- **Gstatic**

We use on our site the service Gstatic of the company Google Ireland Limited, Gordon House, Barrow Street, 4 Dublin, Ireland, e-mail: support-deutschland@google.com, website: <http://www.google.com/>. According to the assessment of Swiss authorities, the processing takes place in safe third countries. You can find the list of countries in Switzerland and further information at the following link:

<https://www.edoeb.admin.ch/edoeb/de/home/datenschutz/handel-und-wirtschaft/uebermittlung-ins-ausland.html>.

The legal basis for the transmission of personal data is your consent pursuant to Art. 6 para. 6 FADP or Art. 31 para. 1 FADP, which you have given on our website.

Gstatic is a background service used by Google to retrieve static content in order to reduce bandwidth usage and preload required catalogue files. In particular, the service loads background data for Google Fonts and Google Maps.

As part of the order processing, personal data may also be transferred to the servers of the company Google LLC, 1600 Amphitheatre Parkway, 94043 Mountain View, United States. You can access the certification under the EU-US Data Privacy Framework at <https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt000000001L5AAI&status=Active>.

You can revoke the processing of your data at any time. You will find more information on revoking your consent either with the consent itself or at the end of this privacy policy.

For further information on the handling of transmitted data, please refer to the provider's privacy policy at <https://policies.google.com/privacy>.

The provider also offers an opt-out option at <https://support.google.com/My-Ad-Center-Help/answer/12155451?hl=de>.

Integration of external web services and processing of data outside the EU

On our website, we use active content from external providers, so-called web services. By calling up our website, these external providers may receive personal information about your visit to our website. This may involve processing of data outside of Switzerland. You can prevent this by installing an appropriate browser plug-in or deactivating the execution of scripts in your browser. This may result in functional restrictions on Internet pages that you visit.

We use the following external web services:

- **Google Cloud APIs**

We use on our site the service Google Cloud APIs of the company Google Ireland Limited, Gordon House, Barrow Street, 4 Dublin, Ireland, e-mail: support-deutschland@google.com, website: <http://www.google.com/>. According to the assessment of Swiss authorities, the processing takes place in safe third countries. You can find the list of countries in Switzerland and further information at the following link: <https://www.edoeb.admin.ch/edoeb/de/home/datenschutz/handel-und-wirtschaft/uebermittlung-ins-ausland.html>.

The legal basis for the transmission of personal data is your consent pursuant to Art. 6 para. 6 FADP or Art. 31 para. 1 FADP, which you have given on our website.

We use Google APIs in order to be able to load additional services from Google on the website. Google APIs is a collection of interfaces for communication between the various Google services used on your website. The service is used in particular to display the Google Fonts fonts and to provide the Google Maps map.

For the processing itself, the service or we collect the following data: IP address

If the service is activated on our website, our website establishes a connection to the servers of Google Ireland Limited and transfers the required data. As part of the order processing, personal data may also be transmitted to the servers of the company Google LLC, 1600 Amphitheatre Parkway, 94043 Mountain View, United States. When using the Google service on our website, Google may transmit and process information from other Google services in order to provide background services for the display and data processing of the services provided by Google. For this purpose, data may also be transferred to the Google services Google Cloud, Google Maps, Google Ads and Google Fonts in accordance with the Google privacy policy under the data protection responsibility of Google. You can access the certification under the EU-US Data Privacy Framework at <https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt000000001L5AAI&status=Active>.

You can revoke the processing of your data at any time. You will find more information on revoking your consent either with the consent itself or at the end of this privacy policy.

For further information on the handling of transmitted data, please refer to the provider's privacy policy at <https://policies.google.com/privacy>.

The provider also offers an opt-out option at <https://support.google.com/My-Ad-Center-Help/answer/12155451?hl=de>.

- **Google Fonts**

We use on our site the service Google Fonts of the company Google Ireland Limited, Gordon House, Barrow Street, 4 Dublin, Ireland, e-mail: support-deutschland@google.com, website: <http://www.google.com/>. According to the assessment of Swiss authorities, the processing takes place in safe third countries. You can find the list of countries in Switzerland and further information at the following link: <https://www.edoeb.admin.ch/edoeb/de/home/datenschutz/handel-und-wirtschaft/uebermittlung-ins-ausland.html>.

The legal basis for the transmission of personal data is your consent pursuant to Art. 6 para. 6 FADP or Art. 31 para. 1 FADP, which you have given on our website.

We use the Google Fonts service to be able to integrate attractive fonts on our website in order to be able to show you our website in a visually better version. The service may also be used on our website if other Google services are reloaded on our website that require Google Fonts fonts to run. This is the case, for example, if our website uses Google services that require Google Fonts to run.

For the processing itself, the service or we collect the following data: Data on fonts, IP address of the page visitor, statistics on the use of fonts and other data from Google services related to our website.

If the service is activated on our website, our website establishes a connection to the servers of Google Ireland Limited and transfers the required data. As part of the order processing, personal data may also be transmitted to the servers of the company Google LLC, 1600 Amphitheatre Parkway, 94043 Mountain View, United States. when using the Google service on our website, Google may transmit and process information from other Google services in order to provide background services for the display and data processing of the services provided by Google. For this purpose, data may also be transferred to the Google services Google Apis, Google Cloud and Google Ads in accordance with the Google privacy policy. You can access the certification under the EU-US Data Privacy Framework at

<https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt000000001L5AAI&status=Active>.

You can revoke the processing of your data at any time. You will find more information on revoking your consent either with the consent itself or at the end of this privacy policy.

For further information on the handling of transmitted data, please refer to the provider's privacy policy at <https://policies.google.com/privacy>.

The provider also offers an opt-out option at <https://support.google.com/My-Ad-Center-Help/answer/12155451?hl=de>.

- **Gravatar**

We use on our site the service Gravatar of the company Aut O'Mattic A8C Ireland Ltd., Grand Canal Dock, 25 Herbert Pl, D02 AY86 Dublin, Ireland, e-mail: privacypolicyupdates@automattic.com, website: <https://de.gravatar.com/>. According to the assessment of Swiss authorities, the processing takes place in safe third countries. You can find the list of countries in Switzerland and further information at the following link: <https://www.edoeb.admin.ch/edoeb/de/home/datenschutz/handel-und-wirtschaft/uebermittlung-ins-ausland.html>.

The legal basis for the transmission of personal data is your consent pursuant to Art. 6 para. 6 FADP or Art. 31 para. 1 FADP, which you have given on our website.

Gravatar is a service for providing avatars across websites.

You can access the certification of the parent company Automattic Inc. within the framework of the EU-US Data Privacy Framework at <https://www.dataprivacyframework.gov/s/participant-search/participant-detail?id=a2zt00000000CbqcAAC>.

You can revoke the processing of your data at any time. You will find more information on revoking your consent either with the consent itself or at the end of this privacy policy.

For further information on the handling of transmitted data, please refer to the provider's privacy policy at <https://automattic.com/privacy/>.

The provider also offers an opt-out option at <https://automattic.com/privacy/>.

- **Legally ok Rechtstextsnippet und Module**

We use on our site the service Legally ok Rechtstextsnippet und Module of the company Legally ok GmbH, Schochenmühlestrasse 6, 6340 Baar, Switzerland, e-mail: hello@legally-ok.com, website: <https://www.legally-ok.com/>. Processing is carried out exclusively in Switzerland in accordance with the data protection legislation applicable there.

The legal basis for the transmission and processing is Art. 31 para. 1 FADP. The use of the service helps us to comply with our legal obligations.

With the help of the service, the contents of our legal texts are reloaded on our website. The respective current legal texts are reloaded via the integration on our page. This integration may also be used to reload further technical modules with regard to the legal texts or legally required elements.

You can find out what rights you have with regard to processing at the end of this privacy statement.

For further information on the handling of transmitted data, please refer to the provider's privacy policy at <https://www.legally-ok.com/datenschutz/>.

Data security and data protection, communication by e-mail

Your personal data is protected by technical and organisational measures during collection, storage and processing so that it is not accessible to third parties. In the case of unencrypted communication by e-mail, we cannot guarantee complete data security on the transmission path to our IT systems, so we recommend encrypted communication or the postal service for information requiring a high level of confidentiality.

Duration of data storage and rights of the data subject

Duration of storage

We store personal data only to the extent and for as long as necessary to fulfil the purposes for which the personal data was collected, we have a legitimate overriding interest in retaining the data or are legally obliged to do so.

Right to information

You have the right to request confirmation as to whether we are processing personal data about you. If this is the case, you have the right to information on the data specified in 25 ff. FADP, insofar as the information cannot be refused, restricted or postponed by the owner of the data collection (cf. Art. 26 f. FADP). We will also be happy to provide you with a copy of the data.

Right of rectification

Pursuant to Art. 32 para. 1 FADP, you have the right to demand that incorrectly stored personal data (e.g. address, name, etc.) be corrected, provided that this claim does not

conflict with any legal obligation. You may also request that the data stored by us be completed at any time. A corresponding adjustment will be made immediately.

Right to erasure

You have the right to have us delete the personal data we have collected about you if

- the data is either no longer required;
- the legal basis for processing has ceased to exist without replacement due to the revocation of your consent;
- there are no longer any legitimate reasons for processing the data;
- Your data is being processed unlawfully;
- a legal obligation requires this.

The right does not exist if

- the processing is necessary for the exercise of the right to freedom of expression and information;
- Your data has been collected on the basis of a legal obligation;
- processing is necessary for reasons of public interest;
- the data is necessary for the assertion, exercise or defence of legal claims.

Right of withdrawal

If you have given us express consent to process your personal data (Art. 6 para. 6 FADP and Art. 31 para. 1 FADP), you may revoke this consent at any time. Please note that the lawfulness of the processing carried out on the basis of the consent up to the revocation is not affected by this. Information for which we are legally obliged to retain data will be deleted after expiry of the deadline.

How do you exercise your rights?

You can exercise your rights at any time by contacting us using the contact details below:

Hotel Crown
Gotthardstrasse 64
6490 Andermatt
Switzerland
E-mail: info@hotel-crown.ch
Tel: +41 41 888 03 03

Right to data portability

We will provide you with the following data upon request:

- Data collected on the basis of consent (Art. 31 para. 1 FADP);
- Data that we have received from you within the framework of existing contracts (Art. 31 para. 2 let. a FADP);
- Data that has been processed as part of an automated procedure.

We will transfer the personal data directly to a person in charge of your choice as far as this is technically feasible. Please note that we are not permitted to transfer data that interferes with the overriding interests of third parties, or only to a limited extent, in accordance with Art. 26 Para. 1 Letter b FADP.

Notifications to the FDPIC and possibility to file a complaint

Pursuant to Art. 49 FADP, data subjects may file a report with the supervisory authority if there are sufficient indications that a data processing operation could violate data protection regulations. The supervisory authority for data protection in Switzerland is the Federal Data Protection and Information Commissioner (FDPIC).

For further information, please consult the contact form of the FDPIC:
<https://www.edoeb.admin.ch/edoeb/de/home/deredoeb/kontakt.html>

If you suspect that your data is being processed illegally on our website, you can seek clarification of the issue in court in accordance with Art. 32 FADP. As a rule, a lawsuit in accordance with Art. 28 ff. CC should be sought. If you are affected by the processing of data by federal bodies, the procedure is in accordance with Art. 41 FADP. In this case, you can also contact the FDPIC (see the reference to the contact form above).