

Privacy Policy

Thank you for visiting our website and for your interest in our company. We respect the confidentiality of our customers and interested parties. We greatly value the trust placed in us and recognise how important and imperative it is that we treat your data carefully and protect them from misuse. With this Privacy Policy we want to inform you about when we store your data and how we use them.

1. Name and contact details of the controller and company data protection officer

The controller within the meaning of the General Data Protection Regulation is:

Lufthansa Seeheim GmbH
Lufthansaring 1
64342 Seeheim-Jugenheim
Germany
Tel.: +49 (0)69 696 131000
Email address for requests for information: datenauskunft@lh-seeheim.de
Website: www.lh-seeheim.de

Address of the data protection officer

The data protection officer can be reached on

E-mail: datenschutz@dlh.de

Any data subject with queries or suggestions regarding data protection can contact our data protection officer directly at any time.

What do we process your personal data for, on what legal basis, and for how long?

1.1 Event booking and room reservation

When you book an event or a room with us via our website, we can collect the following personal data from you:

- First names and surnames
- Date of birth
- Address
- Booking period
- Number of rooms
- Number of people (adults and children)
- Conference packages selected
- Other catering selected
- Add-on package selected
- Tariff / special offer selected
- Email address

- Phone number
- Credit card details
- ID card information

Optional information

- Arrival information
- Room type, function room and/or other preferences
- Children's ages (which affects the catering price)
- Cost centre
- Billing address

Your guests' data:

In order to handle your booking, we also process the personal data of your guests that you provide to us. The client assumes responsibility for providing the data to us and for their subsequent processing and ensures that the data subjects consent to data processing and storage by Lufthansa Seeheim GmbH.

The following data are processed by us:

- First names and surnames
- Date of birth
- Address
- Booking period
- Number of rooms
- Room occupancy (single or double rooms)
- Conference packages selected
- Other catering selected
- Add-on package selected
- Tariff / special offer selected
- ID card information

Optional information

- Arrival information
- Room type, function room and/or other preferences
- Children's ages (which affects the catering price)
- Cost centre
- Billing address

We use these data to process your booking and to conclude and fulfil the contract with you.

We store these personal data for 10 years in accordance with statutory retention periods. If you make a booking via our website, you will be automatically forwarded to our reservation service provider during the booking process. The legal basis for processing your data in connection with a reservation is Article 6(1)(b) GDPR.

1.2 Data protection provisions regarding inquiries via emails and contact forms

For general inquiries sent to us by email or a contact form, the relevant personal data are stored only for the purposes of any respective correspondence. We only store the data sent to us for as long as this is necessary for any respective correspondence, i.e. when the matter in question has finally been clarified and there are no further legitimate interests in such storage or no further statutory obligations to store the data.

The legal basis for processing your data in connection with general inquiries is Article 6(1)(f) GDPR. We have a legitimate interest in processing your data so that we can offer you a fast means of making contact and ensure that your request is dealt with in accordance with your interests. You can object to the processing of the data on the basis of Article 6(1)(f) GDPR. We can then continue the processing if we can prove compelling grounds. This may, in this case, be necessary in particular to be able to document past communication and inquiries with you. If there are no compelling grounds, we will stop communicating with you and erase any data already collected.

If you address specific requests to us regarding your booking or our offers via email or a contact form, the corresponding personal data will only be processed for the purposes of initiating a contract or processing your booking. The legal basis for such processing is Article 6(1)(b) GDPR.

1.3 Data processing regarding the provision of the website and services

The Lufthansa Seeheim GmbH website collects a range of general data and information each time it is accessed by a data subject or automated system. These general data and information are stored in server log files. The data and information collected may include the (1) browser types and versions used, (2) the operating system used by the accessing system, (3) the website from which the accessing system accessed our website (“referrer”), (4) the sub-pages via which an accessing system was taken to our website, (5) the date and time the website was accessed, (6) an Internet Protocol (IP) address, (7) the Internet service provider of the accessing system and (8) other similar data and information used to protect against risks in the case of attacks on our information technology systems.

Lufthansa Seeheim GmbH does not draw any conclusions about the identity of the data subject when using these general data and information. Rather, this information is required to (1) correctly deliver our website content, (2) optimise our website content and promotion thereof, (3) ensure the permanent functionality of our information technology systems and our website’s technology, and (4) provide law enforcement agencies with the information needed for criminal prosecution in the event of a cyberattack.

The legal basis for the processing is our legitimate interest in providing the website with our services (Article 6(1)(f) GDPR). Processing is absolutely necessary for use of the website for technical reasons and subsequently to ensure system security, which means that there is no right to object.

The server log data may then be analysed anonymously for statistical purposes and to improve the quality of our website. The server log data are not combined with other personal data.

1.4 Data protection for applications and the application process

The controller collects and processes applicants' personal data for the purposes of administering the application process. Processing may also be carried out electronically. In particular, this is the case if an applicant uses electronic means, such as email or a web form on the website, to submit the relevant application documents to the controller. The legal basis for such processing is Article 6(1)(b) GDPR (data processing for the decision on the establishment of an employment relationship).

If the controller concludes an employment contract with an applicant, the data transmitted will be stored for the purposes of administering the employment relationship in accordance with legal requirements. If the controller does not conclude an employment contract with the applicant, the application documents will be automatically erased 6 months after notification of the rejection decision, provided the controller does not have other legitimate interests that would prevent erasure. Other legitimate interests in this context may be, for example, satisfying a burden of proof in proceedings under the German General Equal Treatment Act (AGG).

1.5 Usage analysis using the “Matomo” web analytics tool

The Matomo web analytics service is used to analyse usage of the website. The statistics obtained can be used to improve the website and make it more interesting for users.

This website uses Matomo with an extension for IP address anonymisation. Through this, IP addresses are truncated for further processing in order to avoid any direct link to individuals. The IP address transferred from the user's browser by means of Matomo is not aggregated with other data that have been collected nor passed on to a third party.

If individual pages of the website are accessed, the following data will be stored:

- Two bytes of the IP address of your accessing system (anonymous)
- Browser type and version
- Operating system used
- The website accessed
- The website from which the Lufthansa Seeheim GmbH web pages were visited (referrer URL), provided that the user's browser does not prevent this
- The pages and files accessed by the user on the Lufthansa Seeheim GmbH website
- Where applicable, the website that the user accesses after visiting the Lufthansa Seeheim GmbH website (by clicking on an external link on the website)
- Date and time of access
- Time spent on the website
- Frequency of access to the web page
- The user's location (country)

No tracking cookies are set on the user's computer in the context of web analytics. The Matomo software and the data collected by means of Matomo are only operated, stored, and processed on Lufthansa Seeheim GmbH's own servers.

1.6 Use of cookies

The Lufthansa Seeheim GmbH web pages use cookies. Cookies are text files placed on a computer system by an Internet browser and stored there.

Countless websites and servers use cookies. Many cookies contain a so-called “cookie ID”. A cookie ID is a unique cookie identifier. It consists of a string of characters which Internet pages and servers associate with the specific Internet browser on which the cookie was stored.

This allows visited websites and servers to distinguish the data subject’s individual browser from other browsers containing different cookies. A specific browser may be recognised and identified using the unique cookie ID.

We use different categories of cookies on this website: technically necessary cookies that are essential for our website to function correctly, as well as optional analytics cookies.

Technically necessary cookies

These cookies are essential to enable you to browse our websites and use their functions. For example, they store the progress of the booking process or whether you agree to the use of cookies as well as your selection in the cookie settings. These cookies are usually session-specific and expire after your visit to the website (session) ends, unless the respective function requires storage beyond this point (e.g. saving your cookie settings). Disabling this category of cookies would restrict the functions of the website in whole or in part. The legal basis for the use of technically necessary cookies and the processing of your data by these cookies is our legitimate interest in displaying the functions of our website and making them available to you for use, Article 6(1)(f) GDPR.

Analytics cookies

Analytics cookies collect information about how visitors use a website overall, for example, which pages they visit most frequently and whether they receive error messages from websites. All information collected with the help of these cookies is used exclusively to understand and improve the functionality and service of the website. The legal basis for the use of analytics cookies and the processing of your data by the providers of these cookies is your prior consent (Article 6(1)(a) GDPR). You can revoke your consent at any time in the cookie settings, which you can access using the button at the bottom centre of the website.

If you are visiting our website for the first time, you will be shown the privacy policy with the consent text for optional cookies on the landing page. There you can choose to accept cookies that are not technically necessary. You can adjust and change these settings at any time in the cookie settings, which you can access using the button at the bottom centre of the website.

2. Transmission to third parties

The data collected for the organisation of an event (first name and surname of the customer, address, email address, telephone number, date of the event, selected conference package

and the booked event service) will be transmitted to our external technical service provider Sinus Event-Technik GmbH by means of contract processing. The data collected will be processed for fulfilling the contractual obligations and erased without undue delay after fulfilling their purpose.

The data collected for the provision of cleaning services and event set-up (first name and surname of the customer, address, email address, telephone number, booking period, selected conference package and the booked event service) will be transmitted to our external service provider for cleaning and event set-up SM Gebäudeservice GmbH by means of contract processing. The data collected will be processed for fulfilling the contractual obligations and erased without undue delay after fulfilling their purpose.

The data collected for the reservation of a seat on the shuttle bus (first name and surname of the customer, booking date, booking time and e-mail address) will be transmitted to our external service provider Approduce Michael Domke by means of contract processing. The data collected will be processed for fulfilling the contractual obligations and erased without undue delay after fulfilling their purpose.

3. Other rights of data subjects

According to the provisions of the GDPR, you have the following rights:

a) Right of access (Article 15 GDPR)

Any data subject has the right, accorded by the GDPR, to obtain from the controller at any time and free of charge information on the personal data stored concerning him or herself and a copy of such information (Article 15 GDPR).

b) Right to rectification (Article 16 GDPR)

With this right, a data subject can obtain without undue delay the rectification of inaccurate or incomplete processed data concerning him or her (Art. 16 GDPR).

c) Right to erasure (“right to be forgotten”) (Article 17 GDPR)

The data subject has the right to obtain from the controller the erasure of personal data concerning him or her without undue delay and the controller has the obligation to erase personal data without undue delay, if the controller is not obliged by law to retain the data (Article 17 GDPR).

d) Right to restriction of processing (Article 18 GDPR)

The data subject has the right to obtain from the controller restriction of processing (Art. 18 GDPR).

e) Right to data portability (Article 20 GDPR)

Data subjects have the right

- 1) to receive their personal data in a suitable format (e.g. via a USB drive, CD, private cloud, or a barcode);
- 2) to transmit their personal data to another provider; or
- 3) to have their personal data transmitted from one provider to another (Article 20 GDPR).

f) Right to object (Article 21 GDPR)

The data subject has the right to object, on grounds relating to his or her particular situation, at any time to the processing of personal data concerning them which is based on Art. 6(1)(e) or (f) GDPR (Article 21 GDPR).

Please send your request to the contact address stated in clause 1. We reserve the right to check your identity so that your personal data are not disclosed to unauthorised persons.

If you believe that the processing of your data violates data protection law or your rights thereunder have otherwise been violated, you can contact the following competent authority:

Der Hessische Beauftragte für Datenschutz und Informationsfreiheit (Commissioner for Data Protection and Freedom of Information of Hesse)
Gustav-Stresemann-Ring 1
65189 Wiesbaden

4. Existence of automated decision-making

As a responsible company, we do not carry out any automated decision-making or profiling activities pursuant to Article 22 GDPR.

5. Security

Our company is committed to high standards in data security. In particular, we take the necessary technical and organisational security measures as per Article 32 GDPR in order to protect your data administered by us against accidental or intentional manipulation, loss, destruction, and unauthorised access. We continuously improve our security measures in line with technological advancements.

Only a few authorised persons obliged to adhere to special data privacy requirements that are generally involved in the technical or editorial supervision of data have administrative access to your data.