



# HOFBURG

V I E N N A

## DATA PROTECTION NOTICE TO PROVIDE INFORMATION TO OUR CUSTOMERS

(hereinafter “we” or the “data controller”)

The generic masculine chosen in this document refers to male, female and other gender identities.

### 1 PREAMBLE

**1.1** This notice is intended to explain and describe how we, as a data controller under data protection law, process your data in connection with fulfilling our contract, and your rights as a data subject.

**1.2** The protection of individuals when processing personal data is a fundamental right which we take very seriously. All processing of data is carried out in accordance with the EU General Data Protection Regulation and the applicable laws of the Republic of Austria.

### 2 WHAT DATA ABOUT YOU DO WE PROCESS?

In the course of fulfilling and administering our contract with you, we collect the following information:

- .. Your sex
- .. Your title
- .. Your first name
- .. Your last name
- .. Your date of birth
- .. Your address
- .. Your telephone and/or mobile number
- .. Your job title
- .. Your department
- .. Your e-mail address and communications with us
- .. Company name
- .. Bank details
- .. VAT number (if applicable)
- .. Video surveillance footage

HOFBURG Vienna wishes to make clear that, for the purposes of protecting persons and items, video cameras have been installed covering the majority of the Hofburg building and the rooms within it. The cameras are used for this purpose during events in particular (congresses, conferences, balls, etc.).

Video surveillance footage is erased after 72 hours. If the 72 hours expires on a Saturday, Sunday, public holiday, Good Friday, or 24 December, the footage will be erased on the next working day. Footage is only retained beyond this period if it is required as evidence in case of criminal activity.

### 3 PURPOSE AND LEGAL BASIS FOR PROCESSING

#### 3.1 We process your personal data for the following purposes:

- .. to be able to answer your enquiries, and
- .. to be able to fulfil a contract concluded with you.



# HOFBURG

V I E N N A

**3.2** The legal basis for processing your personal data in this way is our legitimate interest in accordance with article 6(1)(f) of the EU General Data Protection Regulation (GDPR), based on achieving the purposes stated above in section 3.1. and fulfilling your contract (pursuant to article 6(1)(b) GDPR).

## **4 TRANSMISSION OF YOUR PERSONAL DATA**

We transmit your personal data to the following recipients for purposes stated above:

- .. our bookkeepers;
- .. as may be necessary to the Burghauptmannschaft Österreich
- .. as may be necessary, to our auditors, tax advisers, lawyers, bank and insurance companies;
- .. as may be necessary, to our staff taking care of catering, equipment and media, electrical services, security and hospitality, flowers and plants, photography and more;
- .. in certain cases (e.g. in case of events at the Hofburg with increased security requirements) to federal government ministries or their service arms, or other organisations / institutions.

## **5 DURATION OF STORAGE**

In principle, we store your data for the duration of fulfilment of the contract. Data is stored beyond this period only if required by law, or if limitation periods for potential legal claims have not expired.

## **6 YOUR RIGHTS IN CONNECTION WITH PERSONAL DATA**

Under the law, you are entitled:

- .. to verify whether we have stored your personal data, what personal data we have stored, and to receive copies of the data;
- .. to request the correction, modification or deletion of your personal data that is incorrect or has not been processed in accordance with the law;
- .. to request that we restrict the processing of your personal data, and
- .. under certain circumstances to forbid the processing of your personal data or revoke the consent you have granted for processing;
- .. to request data portability;
- .. to know the identity of third parties to whom we transmit your personal data, and
- .. to file complaints with the competent authority.

## **7 OUR CONTACT DETAILS**

If you have questions or concerns about the processing of your personal data, please contact us:

Wiener Kongresszentrum Hofburg Betriebsges.m.b.H.

Heldenplatz, 1010 Vienna, Austria

[datenschutz@hofburg.com](mailto:datenschutz@hofburg.com)

Last update: 03/2025