

PRIVACY POLICY

HOTEL AMBASSADOR

What data do we process and for what purpose?

We only process data

- which we receive from you by mail or registration form and/or
- which are necessary for the fulfillment of the accommodation contract and which are required by law
- or data that we need to protect our interests.

These are for example the following:

- Address data, the legally required data of the registration form.
- Data in connection with the invoice
- Time and duration of reservations of cancellations and of changes
- Your wishes (e.g. gluten-free bread, code for late arrival, etc.)
- Data to protect our interests, e.g. outstanding invoices or non-compliance with policies
- Communication with you before and after your stay (especially by mail)

We pass on data from you only in case of legal necessity (police request) or in individual cases (e.g. medical emergency).

For legal reasons we are obliged to keep invoice data for 10 years. Registration forms are kept for 3 years, after which they are deleted.

Credit card data

We do not store credit card information unless you specifically request it so that we can charge your stay. For direct bookings by phone or e-mail we ask for your credit card details to have a financial guarantee. This information is kept securely on paper and destroyed after your stay.

If you have booked through our website, these credit cards are stored in the system. They can be retrieved by us only in a certain time window (7 days) to check the credit card or charge the credit card in case of no-show. The same applies to bookings made via booking platforms. Please note the privacy policies of the respective providers.

Website

By using our website, you agree to the collection, processing and use of data as described below. Our website can generally be visited without registration. In the process, data such as pages called up or the name of the file called up, date and time are stored on the server for statistical purposes without this data being directly related to your person. Our website uses cookies. These are small text files that make it possible to store specific information related to the user on the user's terminal device while the user is using the website. Cookies make it possible, in particular, to determine the frequency of use and number of users of the pages, to analyze behavior patterns of page use, but also to make our offer more customer-friendly. Cookies remain stored beyond the end of a browser session and can be retrieved when the user

can be called up again when you visit the site again. If you do not wish this to happen, you should set your Internet browser so that it refuses to accept cookies.

Right to information

You can contact us at any time and obtain information about all the information we have stored about you. We charge CHF 20.00 for such a search.

Changes

These guidelines are constantly being expanded. On our website you will always find the latest version.

Solothurn, 11.2021