

DATA PROTECTION

This privacy policy provides information about how we process your personal data and your rights when booking or organizing a travel service.

(Status: August 29, 2025)

1. Who is responsible for data processing and who can you contact?

The data controller is MTCH AG, Sägereistrasse 20, 8152 Glattbrugg. If you have any questions about data protection, please contact us at the following email address: gdpr@hotelplan.com.

2. What data and sources do we use?

We process data that we receive in the context of our contractual relationship with you or on the basis of your consent. We receive the data directly from you, e.g., in the context of travel bookings or other orders, e.g., via a travel agency.

If you provide us with personal data of other persons (e.g., fellow travelers) as the person registering for the trip, you must ensure that they agree to this and that you are permitted to transfer the data. You must ensure that these persons know how their personal data will be processed by us and what rights they have.

Where necessary, we process the following data:

- 1. Identification/authentication data (last name, first name of all travelers, transaction number, user name, passwords, ID/passport data)
- 2. Demographic data (age, date of birth of all travelers)
- 3. Physical characteristics (title, gender of all travelers)
- 4. Communication data (address, email address, telephone number, correspondence, email correspondence)
- 5. Account data (IBAN number, credit card number)
- 6. Travel data (type of trip, trip price, destination, trip date, trip duration, hotel data, room type, flight data, travel history)
- 7. Special data provided by you (mobility aids, dietary requirements, pregnancies, if communicated)
- 8. Advertising and sales data (history of our advertising offers, new potentially interesting offers)
- 9. Preferences (your preferences, your reviews regarding your trips, if arranged/carried out by us)
- 10. Behavior (behavior on our websites/app, location)
- 11. Family relationships (children traveling with you)
- 12. Data in the context of complaints and crisis situations

3. On what legal basis and for what purpose is your data used?

3.1 Necessary for the implementation of pre-contractual measures that are based on your request or the fulfillment of contractual obligations with you (Art. 31 para. 2 lit. a GDPR)

We process your data 1.-7., 11, 12 for the purpose of preparing offers and executing our contracts with you, i.e. in particular for the brokerage, organization, and execution of travel services, including complaint and crisis management (brokerage/travel contract) by us or by authorized third parties. Further purposes are

- To provide customer portals/apps (user agreement)
- To provide contact options for us (e.g., contact form, appointment scheduling for consultation) (brokerage/travel contract)
- Participation in prize draws, competitions, or similar promotions (prize draw contract):

From time to time, we offer you the opportunity to participate in sweepstakes, competitions, and similar promotions.

Personal data such as title, first name, last name, address, email address, and communication may be processed for the purpose of handling these promotions. All personal data provided in the context of such a promotion will be used exclusively for the purpose of handling the promotion, e.g., for determining the winner, notifying the winner, or sending the prize. The data will be deleted after the promotion has ended, once any priority retention periods have expired. The legal basis for the processing of the promotion is Art. 31 (2) (a) DSG (competition contract).

3.2 Due to legal requirements (Art. 31 (1) DSG)

We are subject to various legal obligations and statutory requirements (e.g., travel law, tax laws). For the purposes of identity and age verification, prevention of criminal offenses (e.g., fraud), fulfillment of tax/regulatory control and reporting obligations, risk assessment and management, and financial and tax law retention, your data (1-7, 11, 12) will be processed by us or authorized third parties.

3.3 Data processing to protect vital interests (Art. 31 para. 2 lit. a GDPR)

In order to protect your vital interests or those of another natural person, e.g. to be able to provide emergency services with an evacuation list in emergency situations, your data (1-7, 11, 12) may be processed by us or authorized third parties.

3.4 To safeguard predominantly legitimate interests (Art. 31 (2) (a) DSG)

Within the framework of a balancing of interests, your data may be processed by us or by authorized third parties in order to safeguard our predominantly legitimate interests and the interests of third parties. This is done for the following purposes:

- Function, availability, and security of business operations (e.g., IT, other services), last name, first name, user data, passwords
- Further development of services/travel services and additional products (e.g., quality management), last name, first name, email addresses, reviews
- Sales management
- Advertising, market and opinion research, new customer acquisition, last name, first name, email address, travel data
- Assertion, exercise, or defense of legal claims—the legitimate interest exists in particular when entering into transactions with a financial loss risk (1–7, 11, 12)
- Prevention and investigation of criminal offenses (e.g., fraud) – legitimate interest exists in particular when entering into transactions with a financial loss risk), (1–7, 11, 12)
- Processing of inquiries and provision of necessary information (e.g., contact form), (1-7, 11, 12)

Our interest in the respective processing arises from the respective purposes (profit generation, avoidance of legal risks, assertion, exercise, or defense of legal claims, provision and security of our business operations, efficient task fulfillment, process optimization, protection against financial loss risk).

Insofar as the specific purpose permits, we process your data in pseudonymized form.

3.4.1 Data processing for direct marketing (Art. 31 para. 2 lit. a DSG)

We process your data for the purpose of direct marketing, to send you emails tailored to your travels with information and offers related to your travels. The profiling described in section 10 is used for this purpose. Data processing is carried out on the basis of Art. 31 (2) (a) DSG in conjunction with Art. 3 (1) (o) UWG and in the interest of informing you about new products and services. Every customer has the right to object to this processing in accordance with Art. 32 (2) (c) DSG, the exercise of which will result in the termination of processing for the purpose of direct marketing. Your data will be blocked for advertising purposes. Your data will be deleted when priority retention periods have expired.

You can unsubscribe from existing customer emailings at any time with future effect. You can do this by contacting us directly at datenschutz@dertouristik.ch or, if applicable, via the link in existing customer emailings, at no cost.

3.5 Based on your consent (Art. 31 (1) DSG)

If you have given us your consent to process your personal data, this consent is the justification for the processing specified therein. In particular, you may have consented to receiving advertising by email, post, telephone, or messenger service. You can revoke your consent at any time with future effect. To do so, please contact us at our contact address. The revocation only applies to future processing, not to processing that has already taken place.

Separate consent can be given for the following services:

- Newsletter dispatch

You have the option of registering for our free newsletter on some of our websites. The newsletter contains current offers for travel services, attractive specials, and competitions and surveys (such as inspiration for your next trip, travel equipment/literature, attractions, or financial services). When you subscribe to the newsletter, we process the data listed below. We only process this data if it is actually collected by us.

- Data that you provide to us when subscribing to the newsletter (email address, title, first name, last name, date of birth if applicable, content preferences)
- Data proving your consent to receive the newsletter (IP address, timestamp of consent)
- Data about the use of the newsletter (opens, clicks on links contained therein, accessibility of the email address, data of the device used)
- Data generated when using our website (e.g., IDs, pages visited, booking of a service, shopping cart abandonment); this information is used temporarily to personalize the newsletter content for your profile and is then deleted. You can unsubscribe from the newsletter at any time with future effect. You can do this by contacting us directly, by clicking on the "Unsubscribe from newsletter" link included in every newsletter, or, for existing customers, by clicking on the link in the email, at no cost. Your data will be blocked for advertising purposes. Your data will be deleted when the priority retention periods have expired.
- Preferences (e.g., your preferences, your ratings with regard to your trips, if arranged/carried out by us)

4. Who receives my data?

Your personal data will only be passed on in compliance with the provisions of the DSG and only to the extent that a justification permits this. Your data will only be received by those entities that need it to fulfill our contractual and legal obligations or to perform their respective tasks, e.g.

- Entities within and outside the responsible party that are commissioned to carry out the trip/process your request (e.g., customer service, data protection management, accounting, internal and external legal advice, compliance)
- Printing and shipping service providers (e.g., printing and shipping invoices/travel confirmation/travel documents)
- Destination agency (e.g., tour guide, hotel reservation, transfer and possibly excursion services)
- Transport service providers (airline, rail if applicable)
- Accommodation operators (hotel management)
- Insurers
- Service providers for other booked services
- Partners for advertising, market and opinion research, and new customer acquisition
- Public authorities (tax authorities, embassies of the destination country) in the event of a legal or official obligation (e.g., retention obligations, visa procurement, obtaining entry requirements)
- Other bodies for which you have given us your consent to process data

5. How long will my personal data be stored?

Where necessary, we process your personal data for the duration of our business relationship, which also includes the initiation and execution of a contract. In addition, we are subject to various storage and documentation obligations, which arise from travel law and tax laws, among other things.

- Retention for 6 years under German law

begins at the end of the calendar year in which the last entry was made in the commercial register, the inventory was drawn up, the opening balance sheet or annual financial statements were determined, the individual financial statements were prepared in accordance with Section 325 (2a) or the consolidated financial statements were prepared, the commercial letter has been received or sent, or the accounting document has been created in accordance with the statutory retention periods under Section 257 (5) of the German Commercial Code (HGB) for commercial letters, and begins at the end of the calendar year in which the last entry was made in the book, the inventory, opening balance sheet, annual financial statements, or management report was prepared, the commercial or business letter was received or sent, or the accounting document was created, or the record was made, or the other documents were created in accordance with Section 147 (4) of the German Fiscal Code (AO) for commercial and business letters and other documents, insofar as they are relevant for taxation purposes

- Retention for 10 years under German law

begins at the end of the calendar year in which the last entry was made in the trading book, the inventory was prepared, the opening balance sheet or annual financial statements were determined, the individual financial statements were prepared in accordance with § 325 (2a) or the consolidated financial statements were prepared, the commercial letter has been received or sent, or the accounting document has been created in accordance with the statutory retention periods under Section 257 (5) HGB for commercial books, inventories, opening balance sheets, annual financial statements, individual financial statements in accordance with Section 325 (2a), management reports, consolidated financial statements, consolidated management reports, as well as the work instructions and other organizational documents necessary for their understanding, documents for entries in books to be kept in accordance with Section 238 (1) (accounting documents) and begins at the end of the calendar year in which the last entry was made in the book, the inventory, the opening balance sheet, the annual financial statements or the management report was prepared, the commercial or business letter was received or sent, or the accounting document was created, furthermore, the record has been made or the other documents have been created in accordance with Section 147 (4) of the German Fiscal Code (AO) for books and records, inventories, annual financial statements, management reports, the opening balance sheet, as well as the work instructions and other organizational documents necessary for their understanding, accounting vouchers, documents in accordance with Article 15 (1) and Article 163 of the Union Customs Code.

- Storage for 10 years in accordance with Swiss law

Art. 958 f OR

The accounting records and accounting documents, as well as the annual report and the audit report, must be retained for ten years. The retention period begins at the end of the fiscal year. The accounting records and accounting documents may be stored on paper, electronically, or in a comparable manner, provided that this ensures consistency with the underlying business transactions and facts and that they can be made readable again at any time.

Limitation period for claims OR Art. 127 General limitation period of 10 years for all claims, unless otherwise specified by federal civil law.

OR Art. 130 The limitation period begins when the claim becomes due. OR Art. 132 When calculating the period, the day from which the limitation period runs is not included, and the limitation period is only considered to have expired when the last day has passed without use.

You can object to the processing of your data for advertising purposes at any time free of charge by submitting an informal request; in this case, the data will be blocked for advertising purposes. Your data will be deleted once the priority retention periods have expired.

Your personal data will be deleted on the basis of your consent as soon as the purpose has been fulfilled or until revoked and when priority retention periods have expired.

6. Will my data be transferred to a third country?

We transfer your data to recipients in accordance with the provisions of Art. 16 (1) DSG if the Federal Council has determined that the legislation of the country concerned or the international body guarantees adequate protection, or if no decision has been made by the Federal Council in accordance with paragraph 1, personal data may be disclosed abroad if adequate data protection is ensured in accordance with Art. 16 para. 2 DSG and Art. 17 para. 1 DSG:

- Standard data protection clauses that have been previously approved, issued, or recognized by the FDPIC
- The data subject has expressly consented to the disclosure.
- The disclosure is directly related to the conclusion or performance of a contract:

between the controller and the data subject; or

between the controller and its contractual partner in the interest of the data subject.

- The disclosure is necessary for the establishment, exercise, or defense of legal claims before a court or other competent foreign authority.
- The disclosure is necessary to protect the life or physical integrity of the data subject or a third party, and it is not possible to obtain the consent of the data subject within a reasonable period of time.

Information and copies can be obtained from the contact person specified.

7. Do I have certain rights when it comes to my data?

Under the respective legal requirements, you have the right to information (Art. 25, taking into account the restrictions in Art. 26 DSG), to correction, to deletion, to restriction of processing, and to data portability (Art. 28 DSG).

In addition, you have the right to object at any time, on grounds relating to your particular situation, to the processing of personal data concerning you that is carried out on the basis of Art. 31(2) DSG. This also applies to so-called "profiling" based on this provision. If a justified objection is made, we will no longer process this personal data for these purposes. You can exercise your rights informally by contacting us at our contact address. You also have the right to lodge a complaint with a data protection supervisory authority.

Feldegweg 1
3005 Bern
<https://www.edoeb.admin.ch>

8. Am I obliged to provide my data?

Within the scope of our business relationship, you only have to provide the personal data that is necessary for the establishment, execution, and termination of a business relationship or that we are legally obliged to collect. Without this data, we will generally have to refuse to conclude the contract or execute the order, or we will no longer be able to execute an existing contract and may have to terminate it.

9. Is there automated decision-making in individual cases?

We do not use automated decision-making in accordance with Art. 21 GDPR to establish and execute the business relationship. If we use these procedures in individual cases, you will be informed separately if this is required by law.

10. Is my data used in any way for profiling?

If you have booked a trip with us, we process your data in part automatically with the aim of assessing your potential interest in certain products, offers, and services ("profiling" in accordance with Art. 5 lit. f DSGVO). The evaluation is based on statistical and market research methods, methods that take into account your previously booked trips, services

and your booking behavior. In doing so, we take into account your booking history with us as well as characteristics of the bookings and trips, products, and services booked. As a rule, a selection of the aforementioned characteristics with equal weighting is used, but they can also be used collectively with no predetermined weighting.

We use the results of these analyses for market and opinion research, targeted and needs-based customer communication, and to acquire new customers. This form of data use is based on the legal basis of Art. 31 para. 2 lit. a DSGVO due to the overriding legitimate interest in direct advertising, market and opinion research, and the acquisition of new customers.

In order to assess the potential risk of payment default, we use the information available to us about fraudulent behavior and publicly available information to make a forecast of the probability of default on your payment in connection with the booking made.

For this risk probability calculation, contact details, bank details, date of birth, and other information are weighted equally.

The results support us in making individual decisions to prevent fraud and pursue legal claims.

This data processing is carried out on the legal basis of Art. 31 (1) (a) GDPR due to the overriding legitimate interest in preventing fraud and pursuing legal claims.

Plug-ins

Use of YouTube

We use the function for embedding YouTube videos from Google Ireland Limited (Gordon House, Barrow Street, Dublin 4, Ireland; "YouTube") on our website. YouTube is a company affiliated with Google LLC (1600 Amphitheatre Parkway, Mountain View, CA 94043, USA; "Google").

This function displays videos stored on YouTube in an iFrame on the website. The "extended data protection mode" option is activated. This means that YouTube does not store any information about visitors to the website. Only when the customer watches a video is information about it transmitted to YouTube and stored there. The data may be transferred to the USA.

Further information on the collection and use of data by YouTube and Google, as well as your rights and options for protecting your privacy, can be found in YouTube's privacy policy (<https://www.youtube.com/t/privacy>).

Use of Google Maps

We use the function for embedding Google Maps maps from Google LLC (1600 Amphitheatre Parkway, Mountain View, CA 94043, USA; "Google") on our website.

If the customer is resident in the European Economic Area or Switzerland, Google Ireland Limited (Gordon House, Barrow Street, Dublin 4, Ireland) is the data controller. Google Ireland Limited is

therefore the Google affiliate responsible for processing the data and complying with the applicable data protection laws.

This function enables the visual representation of geographical information and interactive maps. When pages containing Google Maps are accessed, Google also collects, processes, and uses data from visitors to the websites.

Within the scope of the GDPR, processing is carried out on the basis of Art. 6 (1) lit. f GDPR from the legitimate interest in the needs-based and targeted design of our website.

Further information on the collection and use of data by Google can be found in Google's privacy policy at <https://www.google.com/privacypolicy.html>. There, in the privacy center, it is also possible to change the settings so that customers can manage and protect their data processed by Google.

Website analysis and tracking

Use of cookies

When you visit our website, information may be stored on your computer in the form of cookies, for example to recognize visitor preferences and optimize the website accordingly. This helps us, for example, to facilitate navigation and achieve a high level of user-friendliness.

Cookies are text files that are stored on the user's hard drive when visiting a website. They are harmless to your computer and cannot be viewed by third parties. They allow information to be stored for a certain period of time and the user's computer to be identified.

If you accept our cookies, they will remain on your computer for a period of 30 days, unless you delete them beforehand. During an online booking, cookies are temporarily stored for the duration of the booking. These are automatically deleted after 30 minutes of inactivity or after closing the website.

You can object to the collection and storage of your data via this service at any time. If you want to avoid the activation of cookies, deactivate them in your browser. Please note, however, that disabling cookies may restrict the use of the website and the services offered.

Google Tag Manager

This website uses Google Tag Manager. This service allows website tags to be managed via an interface. Google Tag Manager only implements tags. This means that no cookies are used and no personal data is collected. Google Tag Manager triggers other tags, which in turn may collect data. However, Google Tag Manager does not access this data. If deactivation has been carried out at domain or cookie level, it remains in place for all tracking tags, provided they are implemented with Google Tag Manager.

Google Analytics

Based on our legitimate interests in optimizing and analyzing our online offering within the meaning of Art. 6 (1) lit. f. GDPR, this website uses the "Google Analytics" service offered by Google Inc. (1600 Amphitheatre Parkway Mountain View, CA 94043, USA). The service (Google Analytics) uses "cookies" – text files that are stored on your device. The information collected by the cookies is usually sent to a Google server in the USA and stored there.

Google LLC complies with European data protection law and is certified under the Privacy Shield Agreement: <https://www.privacyshield.gov/participant?id=a2zt000000001L5AAI&status=Active>

IP anonymization is used on this website. The IP address of users within the member states of the EU and the European Economic Area and in the other signatory states to the agreement is truncated. Only in individual cases is the IP address first transmitted in full to a Google server in the USA and

truncated there. This truncation removes the personal reference from your IP address. The user's IP address transmitted by the browser is not combined with other data stored by Google.

As part of the agreement on commissioned data processing that we as website operators have concluded with Google Inc., Google uses the collected information to evaluate website usage and website activity and to provide services related to internet usage.

The data collected by Google on our behalf is used to evaluate the use of our online offering by individual users, e.g., to create reports on website activity in order to improve our online offering.

You have the option of preventing cookies from being stored on your device by adjusting your browser settings accordingly. There is no guarantee that you will be able to access all functions of this website without restrictions if your browser does not allow cookies.

You can also use a browser plugin 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 will take you to the corresponding plugin: <https://tools.google.com/dlpage/gaoptout?hl=de>

Alternatively, you can prevent Google Analytics from collecting data about you within this website by clicking on this link (IMPORTANT: insert opt-out link). By clicking on the link above, you will download an "opt-out cookie." Your browser must therefore allow cookies to be stored. If you delete your cookies regularly, you will need to click on the link again each time you visit this website.

Here you will find further information on data use by Google Inc.:

- <https://policies.google.com/privacy/partners?hl=de> (data collected by Google partners)
- <https://adssettings.google.de/authenticated> (settings for advertising displayed to you)
- <https://policies.google.com/technologies/ads?hl=de> (use of cookies in ads)

Usage-based online advertising

This website collects and processes anonymous information about your usage behavior (e.g., which subpages you visited during your visit). We use this data to display interest-based advertising and thus offer you added value. A cookie is stored on your computer to record your usage behavior. To optimize advertising based on your usage interests, we use the tools listed below and work with the providers mentioned. This information is stored using a pseudonym, so that personal identification is fundamentally impossible. You can prevent cookies from being stored by selecting "Do not accept cookies" in your browser settings. You can also set your browser to ask you for your consent before setting cookies. Finally, you can delete cookies at any time once they have been set. However, we would like to point out that in this case you may not be able to use all the functions of our websites to their full extent. You may need to reactivate opt-out cookies after deleting cookies. We use the following tools and providers for data collection for the delivery of usage-based online advertising:

Tool: Google Analytics

Privacy policy: <https://www.google.de/intl/de/policies/>, <http://www.google.com/analytics/terms/de.html>

Opt-out option: <https://tools.google.com/dlpage/gaoptout?hl=de>,
<https://support.google.com/chrome/answer/95464?hl=de>

Tool: Google Tag Manager

Privacy policy: <https://support.google.com/tagmanager/answer/7157428>

Opt-out option: <https://policies.google.com/privacy#infochoices>

Social media links

Our website contains links to social media networks such as Facebook, Twitter, Instagram, YouTube, and Pinterest. These are not plugins provided by the provider that transmit data to the provider when the page is loaded without the user having any influence.

The buttons for the social media networks merely contain a link to the social media network, including the transfer of the website to be shared. No user data is transferred from the website to the social media network.

If you are already logged in to the corresponding social media service when you click on the button, this will be recognized in the dialog for sharing the website, so that you can share the content directly. If this is not the case, you will be asked to log in to the social media network.

From this point on, you will be on the website of the respective social media network.

Clicking on the Facebook button will take you to a website operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA. Information on the collection, storage, and use of your data by Facebook Inc. can be found in the provider's privacy policy: <https://www.facebook.com/about/privacy/>

Clicking on the Twitter button will take you to a website of Twitter Inc., 795 Folsom St., Suite 600, San Francisco, CA 94107, USA. Information on the collection, storage, and use of your data by Twitter Inc. can be found in the provider's privacy policy: <https://twitter.com/privacy?lang=de>

Clicking on the Instagram button will take you to a website operated by Instagram LLC, 1601 Willow Rd, Menlo Park, CA 94025, USA. Information on the collection, storage, and use of your data by Instagram LLC can be found in the provider's privacy policy: [https://help.instagram.com/155833707900388/?helpref=hc_fnav&bc\[0\]=Instagram-Hilfe&bc\[1\]=Datenschutz%20und%20Sicherheitsbereich](https://help.instagram.com/155833707900388/?helpref=hc_fnav&bc[0]=Instagram-Hilfe&bc[1]=Datenschutz%20und%20Sicherheitsbereich)

Clicking on the Pinterest button will take you to a website operated by Pinterest Inc., 651 Brannan Street, San Francisco, CA 94103, USA. Information on the collection, storage, and use of your data by Pinterest Inc. can be found in the provider's privacy policy: <https://policy.pinterest.com/de/privacy-policy>

Clicking on the YouTube button will take you to a website operated by YouTube LLC, 901 Cherry Ave., San Bruno, CA 94066, USA. Information on the collection, storage, and use of your data by YouTube can be found in the provider's privacy policy: <https://policies.google.com/privacy?hl=de&gl=en>

Social media plugins

Our website uses plug-ins from the social network facebook.com, which is operated by Facebook Inc., 1 Hacker Way, Menlo Park, CA 94205, USA.

When you visit a website on our site that has a plug-in, a direct connection to Facebook's servers is automatically established. This transfers the content of the respective plug-in to your browser and integrates it into the website display. Facebook receives information about which website you have visited. If you are logged in to Facebook as a member while visiting a website with a plug-in, Facebook assigns this information to your Facebook user account.

By actively using a plug-in function, such as clicking the "Like" button or posting a comment, this information is also assigned to your Facebook user account and stored when you are logged in.

If you do not agree to your data being transferred to Facebook, you must log out of Facebook before visiting our website equipped with plug-ins to prevent the transfer of data.

Further information on the purpose, collection, and use of your data by Facebook, as well as your rights and options for protecting your privacy, can be found in Facebook's privacy policy: <http://de-de.facebook.com/about/privacy/>.

This website contains "Addthis" plugins that allow you to set bookmarks or share interesting website content. Cookies are used when using "Addthis." The data generated (such as time of use or browser language) is transferred to Add This LLC in the USA and processed there. You can find more

information about data processing by Add This LLC and the privacy policy maintained by Add This LLC [here](#). This website contains, in particular, information about the type of data processed and its intended use. We do not process the data concerned. By using the "Addthis" field, you consent to the data processing by Add This LLC to the extent apparent from the website. You can object to the use of your data at any time by using an "opt-out cookie." Further details can also be found on the aforementioned Add This LLC website.

Form pages

Our website also offers you the opportunity to contact us on a wide range of topics. Examples include forms for booking enquiries, callback requests, feedback, special customer requests, etc.

Depending on the reason for contacting us, various data is requested in the form. Personal details such as title, first name, last name, and email address are usually mandatory for the purpose of contacting you and addressing you personally. If you use a form to request a callback or an appointment, additional data such as your telephone number may also be requested. For travel inquiries or questions about existing transactions, you also have the option of providing your booking or invoice number.

Data security

We use an encryption process to protect your data from unwanted access. Your information is then transferred from your computer to our server and vice versa via the Internet using TLS 1.2 encryption (or higher). You can recognize this by the closed padlock symbol in your browser's status bar and the address bar beginning with https://.

Rights of the data subject

Data subjects have the right to obtain information from the controller about the personal data concerning them, as well as to have incorrect data corrected or deleted if one of the reasons specified in the Swiss Data Protection Act applies, e.g. if the data is no longer required for the purposes pursued. There is also the right to restrict processing if one of the conditions specified in the Swiss Data Protection Act applies and in cases of the right to data portability listed in the Swiss Data Protection Act. If data is collected on the basis of the Swiss Data Protection Act, the data subject has the right to object to the processing at any time for reasons arising from their particular situation. We will then no longer process the personal data unless there are demonstrably compelling legitimate grounds for the processing that outweigh the interests, rights, and freedoms of the data subject, or the processing serves to assert, exercise, or defend legal claims.

Right to lodge a complaint with a supervisory authority

Every data subject has the right to lodge a complaint with a supervisory authority if they believe that the processing of data concerning them violates data protection regulations. The right to lodge a complaint can be exercised with the supervisory authority in the country of residence of the data subject.

Contact details of the data protection officer

If you have any questions about data protection, please contact our data protection coordinator:

MTCH AG

Data Protection Coordinator
Sägereistrasse 20
8152 Glattbrugg

Email: gdpr@hotelplan.com