

Privacy Policy for the DIRS21 Online Booking Tool of TourOnline AG

The booking functionality on this website within the scope of this online booking tool (the “OBT”) is provided to you by TourOnline AG, Borsigstraße 26, 73249 Wernau, Germany (www.dirs21.de), hereinafter abbreviated as “TOAG”. The collection and use of your data are always carried out in accordance with the provisions of the General Data Protection Regulation (EU) 2016/679 (GDPR), the German Federal Data Protection Act (BDSG), the Telecommunications and Digital Services Data Protection Act (TDDDG) and the German Digital Services Act (DDG). In the following, we—as the controller responsible for data processing—inform you which data we collect and how we process it.

1) Personal Data

Personal data within the meaning of the GDPR are all information relating to an identified or identifiable natural person; a natural person is considered identifiable if they can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. Personal data are stored only to the extent necessary to provide the booked service, to comply with legal requirements, or for the purpose stated below.

2) Controller responsible for data processing

The controller for this OBT within the meaning of the GDPR and other applicable data protection laws is:

TourOnline AG

Borsigstraße 26

73249 Wernau

Germany

Email: info@dirs21.de

Phone: +49 (0) 7153 9250 0

Fax: +49 (0) 7153 9250 40

(hereinafter abbreviated as “TOAG”)

3) Purpose of collection of personal data / logfiles

You can access this OBT without it being necessary to collect personal data. However, on each access certain anonymised data are stored (e.g., which offer was accessed). These data are generally not personal data and therefore do not fall under the GDPR/BDSG.

TOAG collects data about accesses to the OBT and stores them as “server log files”. The following data are logged:

Visited website

Time of access

Amount of data sent in bytes

Source/referrer from which you accessed the page

Browser used

Operating system used

IP address used

The collected data are used only for statistical evaluations and to improve the website. However, the website operator reserves the right to subsequently review the server log files if there are concrete indications of unlawful use.

The collection of personal data becomes necessary if you book accommodation or other services via our OBT, for which the processing of personal data is essential.

In line with the statutory requirements and the principle of data minimisation, we generally collect only the data required to provide the respective service. Where we ask for additional information in our forms, providing it is voluntary and marked as such.

Temporary storage of the IP address by the system is necessary to deliver the website to the user's computer. For this, the user's IP address must remain stored for the duration of the session. Storage in log files is also carried out to ensure the functionality of the website. In addition, we use the data to optimise the website and to ensure the security of our information technology systems. In this context, the data are not evaluated for marketing purposes. These purposes also constitute our legitimate interest in data processing pursuant to Art. 6(1)(f) GDPR.

If you wish to contact a host directly via the contact form displayed for a host, the data you provide will

be stored and processed by us for this purpose and transmitted to the respective host to enable them to contact you. No disclosure to other third parties takes place.

In the event of booking a trip or other service, the data collected are used for processing the booking, for advertising purposes within the scope of legal requirements, and for statistical purposes.

4) Legal basis for processing personal data

Where we obtain the data subject's consent for processing operations, Art. 6(1)(a) GDPR serves as the legal basis.

Where processing is necessary for the performance of a contract to which the data subject is party, Art. 6(1)(b) GDPR serves as the legal basis. This also applies to processing operations necessary to carry out pre-contractual measures.

Where processing is necessary to comply with a legal obligation to which our company is subject, Art. 6(1)(c) GDPR serves as the legal basis.

Where processing is necessary to protect vital interests of the data subject or another natural person, Art. 6(1)(d) GDPR serves as the legal basis.

Where processing is necessary for the purposes of legitimate interests pursued by our company or a third party, and such interests are not overridden by the interests or fundamental rights and freedoms of the data subject, Art. 6(1)(f) GDPR serves as the legal basis

5) Disclosure of personal data to third parties

Your personal data are disclosed exclusively in compliance with the applicable legal requirements, in particular data protection and competition law.

Where necessary for the provision of contractual services owed by us or for statutory obligations, your data may also be disclosed to subcontractors or service providers who provide services in our name or on our behalf (e.g., technical handling of postal/email dispatch, payment processing, customer service). In addition, data are disclosed to persons or companies for the processing of your booking, in particular airlines, tour operators, hotels, travel agencies, car rental companies, cruise lines, authorities, etc.

Please note that the data protection rules at the seat of these persons/companies may differ from those in Germany.

We may also disclose and transmit your data to third parties to the extent that we are obliged to do so by law or by a final court decision.

You have the right to receive the personal data concerning you that you have provided to us in a structured, commonly used and machine-readable format. You also have the right to transmit those data to another controller without hindrance from the controller to which the personal data have been provided.

6) Transfer of data to a third country or to an international organisations

Data are transferred to third countries (countries outside the European Economic Area—EEA) only where this is necessary for the execution of our offers, required by law, or where you have given your consent. Where required by law, we will inform you of the details.

We also use tools from companies based in the United States or other third countries that do not provide a level of data protection comparable to the EU. If these tools are active, your personal data may be transferred to and processed in such third countries.

We point out that the United States is generally considered a safe third country with a level of data protection comparable to the EU. Data transfers to the United States are therefore permissible where the recipient has certification under the EU–US Data Privacy Framework (DPF) or has provided appropriate additional safeguards.

Nevertheless, in third countries a level of data protection comparable to the EU cannot always be guaranteed. For example, companies may be obliged to disclose personal data to security authorities without data subjects being able to take effective legal action against this. It cannot be ruled out that authorities (e.g., intelligence services) may process, analyse and permanently store data hosted on servers in third countries for surveillance purposes. We have no influence over these processing activities

7) Storage and deletion of data

For the purposes stated under “Purpose of collection of personal data / log files”, your personal data are stored. Personal data are deleted or blocked as soon as the purpose of storage no longer applies. Storage may also take place if provided for by European or national legislation in EU regulations, laws or other provisions to which the controller is subject. Legislators have enacted a variety of retention duties and periods. Data are also blocked or deleted when a retention period prescribed by the above norms expires, unless continued storage is necessary for contract conclusion or fulfilment.

8) Use of cookies and similar technologies

We use cookies (small computer files with text information that the web server sends to your internet browser) to improve your experience when visiting our online services. For example, some notices are displayed only once if you allow us to set a cookie. Our cookies also have an expiry date. If you delete cookies manually before they expire, you will receive a new cookie the next time you visit, provided you have not blocked cookie storage.

The technical specifications provide that only the server can read a cookie it has sent. We assure you that we do not store personal data in cookies.

Unfortunately, using our services without accepting cookies is only possible to a limited extent. We therefore recommend enabling cookies permanently for our website. Most browsers accept cookies automatically. You can deactivate cookie storage and configure your browser to notify you when cookies are sent.

The legal basis for the processing of personal data using cookies is Art. 6(1)(f) GDPR. The legal basis for the processing of personal data using cookies for analytics purposes is, where the user has given consent, Art. 6(1)(a) GDPR.

9) Use of Google Analytics

This website uses the web analytics service Google Analytics 4 provided by Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland ("Google").

Where consent is given, Google Analytics 4 uses cookies that enable an analysis of website use. The legal basis is Art. 6(1)(a) GDPR. The information collected about website use (e.g., pages accessed, interactions, device type, approximate location) is usually transmitted to a Google server and stored there.

We have also implemented Google Consent Mode v2. This ensures that the processing of personal data depends on your consent:

If consent is given, processing is carried out as described above using cookies.

If consent is refused, no cookies are set. Instead, Consent Mode transmits so-called pings (signals without cookies) to Google. These contain only basic technical information (e.g., timestamp, referrer, consent status, browser information). Google uses this information to create modelled conversions that enable us to receive aggregated statistical analyses even without cookies.

Within Consent Mode v2, the following consent types are considered in particular:

ad_storage (advertising storage)

analytics_storage (analytics storage)

ad_user_data (user data for advertising purposes)

ad_personalization (personalised advertising)

The processing of personal data on the basis of the signals transmitted through Consent Mode v2 is carried out pursuant to Art. 6(1)(f) GDPR (legitimate interest), since we have a legitimate interest in the statistical analysis of user behaviour and in optimising our online offering.

This may involve transmitting data to Google servers in the USA. For transfers to the USA, Google relies on the EU–US Data Privacy Framework. Further information on Google’s processing can be found in Google’s privacy policy: <https://policies.google.com/privacy>.

The tracking codes of this website use the “_anonymizelp()” function, meaning IP addresses are processed only in shortened form to exclude direct personal identification. You can object to data collection and storage at any time with effect for the future. Clicking the “Deactivate” button completely prevents tracking. You can withdraw or change your consent via the consent management tool implemented on our website.

For the objection to be permanent, the browser used must accept cookies. Alternatively, you can object by using a Google 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 leads to the plugin: <https://tools.google.com/dlpage/gaoptout?hl=en>.

10) Use of Google

Our online presence uses Google Fonts and the Google Fonts API to display fonts and icons visually. When using Google Fonts, and insofar as the data are not stored locally on our servers, Google may also collect, process and use data about visitors’ use of the fonts functions. Further information on Google’s data processing can be found in Google’s privacy notices at <http://www.google.com/privacypolicy.html>. There you can also change your settings in the privacy centre to manage and protect your data. The terms of use for Google Fonts can be found at <https://fonts.google.com/about#> and <https://policies.google.com/terms?hl=en>.

11) Use of Microsoft Clarity

Our online presence uses the analytics service Microsoft Clarity, an offering of Microsoft Ireland Operations Ltd., One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland. When visiting this website, personal data are processed. In particular, data categories are processed

that serve to create usage statistics.

Purpose of processing: The processing is carried out for anonymisation, the creation of statistical analyses and the analysis of our website visitors' user behaviour. This information helps us to improve our online offering technically and to make it more user-friendly.

Legal basis: Your personal data are processed on the basis of your consent pursuant to Art. 6(1)(a) GDPR.

Recipient: Data are transferred to the independent controller Microsoft Ireland Operations Ltd., One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, Ireland. The legal basis for the transfer is also your consent pursuant to Art. 6(1)(a) GDPR.

This may also involve transferring personal data to a country outside the European Union. Transfer to the USA takes place pursuant to Art. 45 GDPR in conjunction with the European Commission adequacy decision C(2023) 4745, as the recipient has committed to compliance with the principles of the EU-US Data Privacy Framework (DPF).

Further information on data protection at Microsoft can be found at: <https://privacy.microsoft.com/en-us/privacystatement>.

For data protection enquiries to the data protection officer of Microsoft Ireland Operations Ltd., you can use the following contact form: <https://www.microsoft.com/en-us/concern/privacyrequest-msa>.

12) Use of a content delivery network

Our online presence uses "Bunny", a content delivery network (CDN) provided by BUNNYWAY d.o.o., Cesta komandanta Staneta 4A, 1215 Medvode, Slovenia ("Bunny"). A CDN is an online service that helps deliver large media files (e.g., graphics, page content or scripts) via a network of regionally distributed servers connected via the internet.

Using Bunny's CDN helps us optimise loading speeds. Bunny generally does not interact with visitors to our website and does not process any personal visitor data. If, in individual cases, processing nevertheless occurs, it takes place pursuant to Art. 6(1)(f) GDPR on the basis of our legitimate interest in secure and efficient provision as well as improved stability and functionality. Further information can be found in Bunny's privacy policy at: <https://bunny.net/privacy>.

13) Error Logging

Our online presence uses Sentry. The service is provided by Functional Software, Inc., 132 Hawthorne

St, San Francisco, CA 94107, USA. The service collects and stores data created from anonymised user profiles. These serve exclusively to analyse error cases and to monitor system stability. Cookies are used for this purpose. You can object to the collection and storage of data by Sentry at any time with effect for the future by disabling cookies in your browser settings. Sentry's privacy policy is available at: <https://sentry.io/privacy/>.

14) Use of Cloudflare CDN exclusively as a Web Application Firewall (WAF)

Our online presence uses the "Cloudflare" service exclusively to deploy the Web Application Firewall (WAF) offered there. The provider is Cloudflare Inc., 101 Townsend St., San Francisco, CA 94107, USA ("Cloudflare").

Cloudflare is used solely for IT security purposes and in particular to protect our web offering from typical attack scenarios, such as:

- Distributed Denial-of-Service (DDoS) attacks
- SQL injection
- Cross-site scripting (XSS)
- Exploit attempts against web applications

For this purpose, data traffic between your browser and our online presence is routed through Cloudflare and analysed by tested security filters in order to block potentially harmful or unlawful accesses or unwanted ("spam") internet traffic. Cloudflare is not used for marketing, analytics or tracking purposes. In particular, no additional services such as Cloudflare Analytics, Bot Management or Captcha/Turnstile functions are used.

If cookies or other technologies for recognising internet users are used, this likewise occurs exclusively for the security purposes described here.

Cloudflare is used on the basis of our legitimate interest in the most error-free and secure provision of our web offering (Art. 6(1)(f) GDPR).

Data transfers to the USA are based on the EU-US Data Privacy Framework and the EU Commission's Standard Contractual Clauses. Details can be found at: <https://www.cloudflare.com/trust-hub/gdpr/> and <https://www.cloudflare.com/privacypolicy/>. Further information on security and data protection at Cloudflare can be found at: <https://www.cloudflare.com/privacypolicy/>.

Data processing agreement: To ensure compliant processing by Cloudflare, a data processing agreement (addendum on data processing with Cloudflare) has been concluded.

15) Use of Icons

Our online presence uses so-called web fonts for the consistent display of fonts, which are provided by Fonticons, Inc. When you access a page, your browser loads the required web fonts into its browser cache to display texts and fonts correctly.

For this purpose, the browser you use must connect to the servers of Fonticons, Inc. This gives Fonticons, Inc. knowledge that our website was accessed via your IP address. Using web fonts is in the interest of a uniform and appealing presentation of our online offerings. This constitutes a legitimate interest within the meaning of Art. 6(1)(f) GDPR.

If your browser does not support web fonts, a standard font from your computer will be used. Further information on Font Awesome can be found at <https://fontawesome.com/help> and in the privacy policy of Fonticons, Inc. at: <https://fontawesome.com/privacy>.

16) Automated decision-making in individual cases

A fully automated decision means that decisions are made without direct involvement of a person using technical means. Automated decision-making pursuant to Art. 22 GDPR does not take place on our website. Should we use this procedure in individual cases, we will inform you separately—where legally required.

17) Right of access / right of withdrawal; further data subject rights

You have the right:

pursuant to Art. 15 GDPR, to request information about the personal data we process about you; in particular about the purposes of processing, the categories of personal data, the categories of recipients to whom your data have been or will be disclosed, the planned storage period, the existence of rights to rectification, erasure, restriction of processing or objection, the existence of a right to lodge a complaint, the origin of your data (if not collected from you), and the existence of automated decision-making including profiling and, where applicable, meaningful information about the details;

pursuant to Art. 16 GDPR, to request without delay the rectification of inaccurate personal data or completion of your personal data stored by us;

pursuant to Art. 17 GDPR, to request the erasure of your personal data stored by us, unless processing is necessary to exercise the right of freedom of expression and information, to comply with a legal obligation, for reasons of public interest, or to assert, exercise or defend legal claims;

pursuant to Art. 18 GDPR, to request restriction of processing of your personal data where the accuracy of the data is

contested by you, the processing is unlawful but you oppose erasure, we no longer need the data but you require them for the assertion, exercise or defence of legal claims, or you have objected to processing pursuant to Art. 21 GDPR;

pursuant to Art. 20 GDPR, to receive your personal data that you have provided to us in a structured, commonly used and machine-readable format or to request transmission to another controller;

pursuant to Art. 7(3) GDPR, to withdraw your consent at any time. This means that we may no longer continue the data processing based on that consent for the future; and

pursuant to Art. 77 GDPR, to lodge a complaint with a supervisory authority. As a rule, you can contact the supervisory authority of your habitual residence, workplace or our company's registered office.

To withdraw your consent to data use, request information, rectification, blocking or erasure, or to exercise your other data subject rights, please contact:

TourOnline AG

Borsigstraße 26

73249 Wernau

Email: info@dirs21.de

Phone: +49 (0) 7153 9250 0

Fax: +49 (0) 7153 9250 40

These rights are free of charge. You will not incur higher transmission costs than the basic tariffs.

Below we provide the contact details of our data protection officer. Our data protection officer is:

Attorney Frank Hütten, Noll & Hütten Rechtsanwälte GbR, c/o TourOnline AG

Borsigstraße 26

73249 Wernau

Email: datenschutzbeauftragter@dirs21.de

Tel.: +49 (0) 7153 9250 0

Fax: +49 (0) 7153 9250 40

For exercising your data subject rights (e.g., access, rectification, blocking or erasure), please do not contact the data protection officer directly, but first contact the controller listed above, who will process your request without delay.

18) Competent supervisory authority

Without prejudice to any other administrative or judicial remedy, you have the right to lodge a complaint with a supervisory authority, in particular in the Member State of your habitual residence, your place of work or the place of the

alleged infringement, if you consider that the processing of personal data relating to you infringes the GDPR.

The supervisory authority with which the complaint has been lodged will inform the complainant of the status and the outcome of the complaint, including the possibility of a judicial remedy pursuant to Art. 78 GDPR.

The competent supervisory authority for complaints pursuant to Art. 77 GDPR can be reached at:

State Commissioner for Data Protection and Freedom of Information Baden-Württemberg

Address: Königstraße 10a, 70173 Stuttgart, Germany

Postal address: Postfach 10 29 32, 70025 Stuttgart, Germany

Phone: +49 711 / 61 55 41 – 0

Email: poststelle@lfdi.bwl.de

19) Security, questions and suggestions, controller

Security also depends on your system. Please always treat your access information confidentially, never allow your web browser to save passwords, and close the browser window when you end your visit to our website. This helps prevent third parties from accessing your personal data.

Use an operating system that can manage user rights. Set up multiple users on your system (e.g., within a family) and never use the internet under administrator rights. Use security software such as virus scanners and firewalls and keep your system up to date.

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TourOnline AG

Borsigstraße 26

73249 Wernau

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