



Declaration on information obligation

(Privacy Policy)

This website is operated by Interchange Austria GmbH (“Interchange”, “we”, “us”). The protection of your personal data is very important to us. Our goal is to take all necessary technical and organisational measures to ensure the security of data processing and to process your personal data in such a way that it is protected against access by unauthorised third parties. In this privacy policy we inform you about the most important aspects of the processing of your personal data in the context of the use of our website and online services as well as your personal data-protection rights.

1. Contact us

The entity responsible for the processing of your personal data (“controller”) is:

Interchange Austria GmbH
Stephansplatz 9
1010 Vienna

If you have any questions about this privacy policy or the processing of your personal data, you can contact us at the following e-mail address:

datenschutz@interchange.co.at

If you contact us by e-mail, your details will be stored for six months to process the request and in case of follow-up questions.

2. What data we process:

As part of your use of our website and our online services, the following categories of personal data may be processed by us:

- **Contact and identification data:** salutation, name, address, e-mail address, telephone number, date of birth, place of birth/country of birth, citizenship, indication of whether you are a politically exposed person, identity card data.
- **Payment data:** payment method, payment amount, booking reference, booking text, credit card details, bank details.
- **Technical data:** IP address, browser type, language settings, operating system, internet service provider, date and time of your access.



3. For which purposes and on which basis we process your data:

We process your personal data in accordance with the data protection regulations:

- **To fulfil contractual obligations:**

The processing of your personal data is necessary in order to fulfil contracts with you and to be able to carry out financial services with you.

- **To fulfil legal obligations:**

We are subject to certain legal or regulatory obligations that may require the processing of personal data. Such obligations may arise, in particular, from the following laws:

- Banking Act
- Financial Markets, Money-Laundering Act

- **With your consent:**

If you have given us consent to the processing of your personal data, the data processing will only take place in accordance with the purposes set out in the declaration of consent and to the extent agreed therein. Consent already given can be withdrawn at any time with effect for the future.

- **Due to our prevailing legitimate interests:**

These prevailing interests are:

- To provide and optimise our website and online services for secure and smooth operation;
- To respond to your requests;

You are not legally required to provide your personal data to Interchange, but it is required to carry out your contract with Interchange. If you do not want to provide us with the necessary data, we cannot offer you our financial services.

4. Who receives your data:

Within Interchange, departments or employees receive personal data that they need to fulfil their contractual, legal and regulatory obligations.

In addition, your data may be passed on by us to the following recipients:

- IT support (currently: Intercash Kft, Info Service Kft and Mr Jiri Valousek)
- Data backup (currently: Amazon Web Services, Inc.)



- Hosts for web services (currently: Intermarketing Agency and WEDOS Internet Inc.)
- Payment service providers (currently: Wirecard Central Eastern Europe GmbH; Wirecard Bank AG)
- Web analytics services (currently: Google Inc.)
- Administrators of website content (currently: Europe Interchange BV)

If there is a legal or regulatory obligation, your personal data may also be passed on to public bodies and institutions (esp. The European Banking Authority, Austrian Financial Market Authority, tax authorities) and to our parent company Europe Interchange B.V.

In addition, as part of the use of Google Analytics, certain personal data may be transmitted to Google Inc. ("Google") in the United States (see point 8 below). Google is certified under the EU-US Privacy Shield Framework. A transfer of data is therefore permitted under Implementing Decision (EU) 2016/1250 of the European Commission.

The following link details the processing of your personal data by Wirecard during online ordering: <https://www.wirecardbank.com/GDPR>

5. How long your data will be stored:

Your personal data will only be processed by us as long as it is necessary for the purposes mentioned in point 3 above and as required under applicable law. We store your personal data for the duration of the entire business relationship and in any case until expiration of limitation periods for potential legal claims or for as long as this is required by legal storage and documentation obligations.

If you reserve money online, but you do not pick it up by the date you have selected, your order, including the data you provided, will be stored for an additional 14 days and then deleted.

6. Which data protection rights you are entitled to:

You have at any time:

- a) The right over against Interchange to required provision of information about your personal data, correction, erasure or restriction of the processing of your personal data;
- b) The right to object to the processing of your personal data;
- c) The right to data portability;
- d) The right to revoke any consent given;
The right to lodge a complaint with the competent supervisory authority (for Austria: Austrian Data Protection Authority; www.dsb.gv.at).

The rights in a) to d) can be asserted against Interchange (for contact details, see point 1 above).

7. Cookies

Our website uses so-called cookies. Cookies are small text files that can be stored on your device when you visit a website. We use cookies to make our website and online services user-friendly. Some cookies remain stored on your device until you actively delete them. They allow us to recognise your browser on your next visit. If you do not wish cookies to be stored, you can set your



browser to inform you about the storing of cookies and set your browser so that cookies are allowed only on a case-by-case basis. If you would like to know more about how to follow these steps, please use the “Help” function in your browser. Please note that disabling cookies may limit the functionality of our website.

Currently, the following cookies are used when you visit our website:

Type of cookie	Function	Duration
_ga	Includes Google Analytics Client ID (Allows measurement of user behaviour and collects sociodemographic data about the webpage visitor.)	1 year
_gid	Includes Google Analytics Client ID (Allows measurement of user behaviour and collects sociodemographic data about the webpage visitor.)	24 hours
_dc_gtm_UA-81036148-1	Includes Google Analytics Client ID (Allows measurement of user behaviour and collects sociodemographic data about the webpage visitor.)	1 minute
_gat	Does not store user information; is used to restrict the requests made to doubleclicks.net	1 year
pll_language	Stores the language setting	1 year
cookies-allowed	Confirms the user’s consent to the use of cookies for the current scope	1 year



ci_session	Allows tracking of users when filling orders through the website using the online calculator	120 minutes
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8. Google Analytics

We use Google Analytics, a web analytics service provided by Google, on our website. Google uses cookies. The information generated by the cookies about your use of our website is usually transmitted to Google's servers in the USA and stored there. Google will use this information on our behalf to evaluate your use of our website, to compile reports on website activity and to provide us with other services related to website activity and internet usage. In this case, pseudonymous usage profiles of the users can be created from the processed data.

We only use Google Analytics with activated IP anonymisation. This means that your IP address will be shortened/anonymised by Google within Member States of the European Union or other parties to the Agreement on the European Economic Area as soon as Google receives your IP address. Only in exceptional cases will the full IP address be sent to a Google server in the US and shortened there. The IP address provided by your browser will not be merged with other data by Google.

You can prevent the storage of cookies by a corresponding browser setting. You can also prevent the collection of your personal data by Google Analytics on this website by downloading and installing the browser plug-in available under the following link: <http://tools.google.com/dlpage/gaoptout?hl=de>. Please also note that in this case not all features of our website may be made available in full.

For more information about data processing by Google and on setting and objection options, visit the following Google websites:

<https://www.google.com/intl/de/policies/privacy/partners/> ("Google's use of your data when you use websites or apps from our affiliates")

<http://www.google.com/policies/technologies/ads> ("Use of data for advertising purposes")

<http://www.google.com/settings/ads> ("Managing information Google uses to show you ads")

<http://www.google.com/ads/preferences/> ("Specify which advertising Google shows")