



# DATA PRIVACY INFORMATION SHEET

## ONLINE TICKET SHOP INFORMATION SHEET (AS PER ART. 13 GDPR)

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

As the data protection officer, we,

Salzburg AG Tourismus  
Festungsgasse 4a, 5020 Salzburg, Austria  
T +43/662/8884-0,  
tourismus@salzburg-ag.at

take all necessary measures in order to protect your personal data.

### 2. What do we use your data for – and based upon what legal foundation?

Your data is used in order to process ticket purchases through the online ticket shop of Salzburg AG Tourismus. Personal data is processed in order to fulfill our contractual obligations (e.g. provide our services, conduct ticket sales, get in contact in the event of complications associated with payment procedures, rescind transactions, customer service etc.) as well as conduct all activities pertaining to the operation and management of our business.

### 3. Who receives your data (and why)?

#### Within Salzburg AG Tourismus

Within Salzburg AG Tourismus, only those persons have access to your data who require said data in order to fulfill our obligations or safeguard our legitimate interests.

#### Outside of Salzburg AG Tourismus

In order to process payment transactions and maintain a record of the purchase price, banking institutions/payment service providers contracted with this task receive your banking data/credit card information.

### 4. How long will your data be stored?

We process your personal data, insofar as required, until expiration of our statutory fiscal, commercial and sales tax retention obligations for a period of seven years. Furthermore, your data will be stored for as long as is necessary in order to assert legal claims. If the purchase transaction is aborted, the data we have stored will be deleted.

### 5. What data privacy rights do you have?

At any time, you have the right to demand information, correction or deletion of your personal data which we have stored, to restrict the processing thereof, exercise your objection or rescission rights thereto, or assert your rights to have said data provided to you or your agent in a readily accessible form.

If we have shared your data with third parties, we will inform said third parties of the requirement to correct, delete or restrict the processing of the data, other than if this proves impossible or involves disproportionate effort or expense.

In order to assert your rights, please contact us by email to [tourismus@salzburg-ag.at](mailto:tourismus@salzburg-ag.at) or by post to the address provided under Pt. 1. So as to protect your rights as well as your privacy, when in doubt we will request additional information (e.g. copy of an official identification document) in order to verify your identity.

Furthermore, without prejudice to your other administrative or legal remedies, you have the right to submit a complaint to an oversight authority, in particular in the country of your place of residence, of your place of work or the place of the alleged violation, if you are of the opinion that the processing of your personal data was in contravention of the GDPR.

Contact information for the Austrian data privacy authorities:

Österreichische Datenschutzbehörde  
Barichgasse 40-42, 1030 Wien  
Telephone: +43 1 52 152-0  
Email: dsb@dsb.gv.at

### 6. Are you required to provide your data?

If you do not provide us with your data, we will generally have to decline to conclude or execute the contract or, in the event of an existing contract, be no longer able to execute said contract or successfully complete it.

However, you are not required, with respect to contractual fulfillment, to give your consent to the processing of data that is not relevant to fulfillment of the contract in question or required by law.

Salzburg AG Tourismus – a company of Salzburg AG

Place of business: Festungsgasse 4a, 5020 Salzburg, Austria, T +43/662/8884-0,  
tourismus@salzburg-ag.at, www.salzburg-bahnen.at, UID: ATU74058618

Disclosure as per §14 Austrian Commercial Code: limited liability company, Salzburg, Landesgericht Salzburg, corporate registry: FN 506391v

Banking information: Raiffeisenverband Salzburg eGen: IBAN: AT07 3500 0000 1606 7266, BIC: RVSAAT2S

valid from: July 2021