



Privacy policy

1. Responsible website operator

Hotel Ambassador Betriebsgesellschaft mbH.
Kärntner Straße 22 / Neuer Markt 5
1010 Vienna, Austria
Tel.: +43 1 961 61-0
E-Mail: ambassador@ambassador.at

2. Scope of application

This privacy statement applies to users and all individuals who use the services of Hotel Ambassador Betriebsgesellschaft mbH. It informs users on the type, scope and purpose of the collection and use of personal data by the responsible supplier, Hotel Ambassador Betriebsgesellschaft mbH.

By using our services and granting consent in accordance with this statement, you confirm that you are 14 years of age and can give legal consent or that valid parental or custodial consent has already been provided.

3. Rights

All rights reserved. Files from this website may be downloaded, printed and saved for personal use only. Any other use, particularly the placement of a hyperlink and, as the case may be, the framing on the website, or even only parts thereof, requires prior written approval by Hotel Ambassador Betriebsgesellschaft mbH.

The content of the website and its parts have been drawn up with all due care. No liability is accepted for any errors in the content. All images on the website are representative only. Furthermore, no liability is accepted for links to other websites nor for the accuracy and currency of the information contained therein. Furthermore, no liability is assumed for data loss or other technical issues that may occur when viewing the data on this website.



4. Collection and processing of personal data

4.1. Purpose of processing

- Website www.ambassador.at, incl. contact forms
- Processing of general inquiries such as sending of information material
- Processing and implementing room requests and reservations, incl. internal and external services and their invoicing
- Processing and implementing conference inquiries and reservations, incl. internal and external services and their invoicing
- Processing and implementing restaurant reservations and their invoicing
- Sending a newsletter
- Personalized guest care and guest feedback
- Statistics and optimizing the offer
- Processing of job applications via the job portal at www.ambassador.at

4.2. Processed data

Your personal data or the personal data of the individuals travelling with you, including in particular

- master data (form of address, title, first name, surname, address, telephone number, fax number, e-mail address, date of birth) as well as language and vehicle license plate number
- the data in travel documents (passport number, passport date, date of birth, issuing authority, period of validity, nationality) and IDs (personal ID, driver's license etc. including issuing authority and period of validity)
- the data regarding method of payment and in connection with payments, in particular using EC cards, credit cards and bank cards,
- the requested length of stay or the event date and related contact persons, terms, services, room requests that you provide us with and
- special categories of data such as health data (allergies or intolerances or other health restrictions to be taken into account) as well as data concerning special needs that you share with us in order to render requested services

are necessary for our services. This also includes bookings of tour guides, sightseeing tours, hotels, gastronomy, transfers, garage, rental vehicles, filing transactions, events, tours, accreditations, vouchers including customer system, accounting and its review, ticket bookings.

For the purposes detailed above, we store, process and, where necessary, disclose this data to third parties with whom we collaborate to perform a contract.



This includes service providers in third countries as processors to whom this data is transmitted.

Website hosting & service provider for purposes of processing booking inquiries and bookings:
TravelClick, Inc., 55 W 46th Street, 27th floor, New York, NY 10036, USA

5. Disclosure of personal data

Personal data is disclosed only to subcontracted processors or selected third parties and payment service providers who have agreed with Hotel Ambassador Betriebsgesellschaft mbH. to comply with applicable data protection standards. If compliance with European data protection standards is not feasible – because, for example, in the specific case standard contractual clauses, adequacy decisions or certifications are not assured – we will inform you in due time and also secure the necessary consent from you. For more information please contact us at ambassador@ambassador.at.

From time to time, we may, due to statutory provisions or an administrative ruling, be obliged to disclose your personal data to governmental institutions or authorities.

6. Legal basis

The legal basis for the data processing operations mentioned is:

- fulfilment of our pre-contractual and contractual obligations to you
- consent collected from you
- statutory, contractual or other legal obligations on our part (e.g. documentation rights and obligations pursuant to accounting, tax and customs law, contract law, reporting, litigation and § 96 Telecommunication Act and
- our legitimate interests (e.g. optimization of our guest service, also in the area of direct advertising or the exercise of our own legal interests).



7. Data storage period

The data storage period is governed by the duration of our business connection, the consent you provided as well as the retention requirements and legal obligations applicable to us.

8. Newsletter

The periodic e-mail newsletter provides interested users with information on news and special offers at Hotel Ambassador Betriebsgesellschaft mbH. Our newsletter can be subscribed to on the website www.ambassador.at and by using printed forms.

For the purpose of sending a personalized newsletter, your e-mail address, form of address, title, first name, surname, the date of signing up and for electronic sign-up, the subscriber's IP address are recorded during login to generate a personal user profile. Beyond this, any information provided voluntarily about the country of origin and date of birth is collected and processed. To receive the newsletter, you need to provide a valid e-mail address, which we can use to verify that you are the owner of the e-mail address that has been provided and that the owner of the e-mail address agrees to the newsletter subscription. Your IP address and the sign-up date will be stored and serve solely as evidence in the event that a third party makes fraudulent use of an e-mail address and signs up for receipt of the newsletter without the authorised owner's knowledge. After newsletter signup via the website www.ambassador.at is completed, you will receive an e-mail with a link to confirm sign-up.

The company Toedt, Dr. Selk & Coll. GmbH, Augustenstraße 79, 80333 Munich, Germany has been commissioned to provide data storage and newsletter distribution. Toedt, Dr. Selk & Coll. GmbH is subject to statutory data protection provisions and shall process the data provided exclusively for the intended purpose.

Consent can be revoked anytime, for any reason and free of charge. Consent can be revoked by using the link in the newsletter itself or by written or oral message (e-mail: ambassador@ambassador.at or phone: +43 1 961 61-623). Your data for this purpose will be deleted on request.

For statistical purposes and for the continuous optimization of the newsletter, we analyze user behavior with regard to e-mail opening and click behavior.



9. Website, website optimisation and analysis of user behavior

9.1. Access details/ Server logfiles

When the website is accessed, Hotel Ambassador Betriebsgesellschaft mbH. (or, as it were, its web space provider) collects data on every visit to its website (known as server logfiles). Such access data includes:

name of the webpage accessed, file, date and time of the visit, transmitted data volume, notification of successful access, browser type and version, user's operating system, referrer URL (the previously visited website), IP address and the accessing provider.

Hotel Ambassador Betriebsgesellschaft mbH. uses the log information only for statistical assessments to ensure operational and security requirements and to optimise its lineup. However, Hotel Ambassador Betriebsgesellschaft mbH. reserves the right to subsequently verify log data if there are specific grounds to suspect unlawful use.

9.2. Contact forms

By entering your personal data into one of our contact forms (general request, conference or job application), you consent to the storage and processing of your data by us for the time it takes to deal with the specific inquiry or the application process. This applies in particular to your inquiries via contact form and e-mails that you send to us. We require this data to process your inquiry and will also retain your IP address for the purpose of preserving evidence. The data will be retained for as long as is necessary to process any additional or subsequent queries from you or for as long as stipulated by a statutory retention period.

9.3. Google Analytics and Google Enhanced Conversions

This lineup uses Google Analytics, a web analysis service of Google Inc. ("Google"). Google Analytics uses "cookies", which are text files stored on the user's computer to enable analysis of website use. As a rule, the information generated by the cookie about the user's use of this website is sent to a Google server in the US and stored there.

However, if IP anonymization has been activated on this website, the user's IP address will first be abbreviated by Google if it is located in a member state of the European Union or one of the countries that have signed the Agreement on the European Economic Area. Only in exceptional cases is the full IP address transferred to a Google server in the USA and abbreviated there. IP anonymization has been activated on this website. On behalf of the operator of this website, Google uses this information to evaluate the user's use of the website, to compile reports on website activities and to perform further services for the operator of this website that are connected with the use of this website and the internet.

The IP address transmitted from your browser through Google Analytics will not be integrated with any other Google data. Users are free to prevent installation of cookies by changing the settings of their



browser software. However, we must point out that you may then not be able to make full use of all the features on this website. Moreover, by downloading and installing the browser add-on available at the following link, users can prevent the collection of the data generated by the cookie and data relating to their use of the website (incl. their IP address) and the processing of this data by Google:

<http://tools.google.com/dlpage/gaoptout?hl=en>.

Additionally, we use the Google Enhanced Conversions feature on our website. In this process, certain personal data (e.g., email address) provided during a booking or when filling out a contact form is transmitted in encrypted form to Google by our service provider, TravelClick, Inc.. The data transfer is carried out using appropriate security measures and only with your prior consent via the cookie consent banner.

9.4. Cookies

We use cookies, which are small text files used to store specific device-related information on the user's terminal device (PC, smart phone, or similar). They cannot be used to read other data on the computer. Their purpose is to enhance the website's user-friendliness and thus benefit the user (e.g. login data storage), on the one hand, and to collect statistical data for website use and analyze this data for the purpose of improving the lineup, on the other hand. Users can control the use of cookies. Most browsers offer an option that limits the storage of cookies or prevents their storage entirely. Users can manually delete cookies that have been saved in the browser at any time. However, without cookies, the use and, more specifically, the ease of use are limited.

You have the option of managing many corporate online ad cookies via the American website <http://www.aboutads.info/choices/> or the EU website <http://www.youronlinechoices.com/uk/your-ad-choices/>

9.5. Inclusion of third-party services and content

In some cases, this online lineup may include third-party content, such as maps from Google Maps. To be able to make such content available, providers (hereinafter referred to as "third-party providers") must be able to see the user's IP address. Without the IP address, they would be unable to send the content to the browser of the respective user. Therefore, the IP address is needed to be able to display this content. We make every effort to use content only from providers that use the IP address solely for delivery of the content, but we have no control over whether the third-party providers store the IP address, for example, for statistical purposes. If we become aware of any such instance, we shall inform the user.

9.6. Use of social plugins

This website uses social plugins ("plugins") that support the social networks Facebook, X, Pinterest, Instagram, YouTube and Tripadvisor. You will be able to identify these plugins by their platform logo. When a user visits a website of this lineup that includes such a plugin, his or her browser creates a direct link to the servers of the selected platform. Hotel Ambassador Betriebsgesellschaft mbH. has no control



over the scope of the data tracked and collected with this plugin. For further information on the handling of information and privacy obligations, please consult the individual platforms.

Facebook

This website uses social plugins ("plugins") to support the social network facebook.com, which is operated by Facebook Inc., 1601 Willow Road, Menlo Park, CA 94025, USA and Facebook Ireland Ltd., 4 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland ("Facebook").

When a user visits a website of this lineup that includes such a plugin, his or her browser creates a direct link to the Facebook servers. The plugin content is transmitted by Facebook directly to the browser and incorporated into the website by the browser. Therefore, Hotel Ambassador Betriebsgesellschaft mbH. has no control over the scope of data Facebook collects using this plugin, but informs users flat: By incorporating plugins, Facebook is notified every time a user accesses the relevant page of the lineup. If a user is logged onto Facebook at the same time, Facebook is able to match the visit with the user's Facebook account. When users interact with the plugins, for example by hitting the Like button or leaving a comment, the browser transmits this information directly to Facebook where it is stored. If a user is not a Facebook member, Facebook may still be able to track and store the user's IP address.

To find out more about the purpose and scope of data collection and any further data processing and use by Facebook, including related rights and settings available for the protection of a user's privacy, please consult Facebook's privacy policy at <https://www.facebook.com/about/privacy/>.

If a user is a Facebook member and does not want Facebook to collect information on his or her visit to the lineup on this website and link this information up with the member data stored at Facebook, he or she must log out of Facebook before visiting the website. With regard to the use of data for promotional purposes, further settings and objections can be made in the Facebook profile settings: <https://www.facebook.com/settings?tab=ads>.

X (formerly Twitter)

This website uses X buttons, which are operated by X Corp., 865 FM 1209, Building 2, Bastrop, TX 78602, USA and X Internet Unlimited Company, One Cumberland Place, Fenian Street, Dublin 2 D02 AX07, Ireland.

By hitting these buttons, users are able to share a contribution or page on this website at X or follow the provider on X.

When a user visits a website of this web presence containing such a plugin, his or her browser will create a direct link to X's servers. X transmits the content of the X buttons directly to the user's browser. Therefore, Hotel Ambassador Betriebsgesellschaft mbH. has no control over the scope of data X collects using this plugin, but informs users flat: According to X, only the user's IP address and the relevant website's URL is transmitted when subscribing to the plugin, and such information is not used for any other purposes than to display the plugin.

You will find further related information in X's privacy policy at <https://x.com/de/privacy>.



Pinterest

Plugins of the social network Pinterest are incorporated into this page. They are operated by Pinterest Inc, 651 Brannan Street, San Francisco, CA 94103, USA and Pinterest Europe Ltd., Palmerston House, 2nd Floor, Fenian Street, Dublin 2, Ireland.

By incorporating the "Pin it" button on this page, Pinterest is informed of your visit to the relevant page on this website. If you are logged onto Pinterest at the same time, Pinterest can match the visit to this page with your Pinterest user account. Pinterest stores the data transmitted to it when the "Pin it" button is hit. If you do not want Pinterest to match the visit to this page with your Pinterest user account, you need to log out of your Pinterest user account.

To find out more about the purpose and scope of data collection and further data processing and use by Pinterest, including related rights and settings available for the protection of your privacy, please consult Pinterest's privacy policy:

<https://policy.pinterest.com/en/privacy-policy>

Instagram

Plugins of the social network Instagram have been incorporated into this website. They are operated by Instagram, LLC, 1601 Willow Road, Menlo Park, CA 94025, USA.

For detailed information on Instagram's privacy policy, please go to:

<https://help.instagram.com/155833707900388>

YouTube

This lineup uses YouTube plugins operated by YouTube LLC, 901 Cherry Ave., San Bruno, CA 94066, USA.

For further information on YouTube's privacy policy, please go to

<https://www.google.de/intl/en/policies/privacy/>

Tripadvisor

This lineup uses Tripadvisor plugins operated by Tripadvisor LLC, 400 1st Avenue, Needham, MA 02494, USA.

Tripadvisor's privacy policy is available at the following link:

<https://tripadvisor.mediaroom.com/US-privacy-policy>



10. User rights

In accordance with the provisions of the GDPR, you are entitled to obtain information at no charge on the personal data relating to you that has been stored. In addition, you are entitled to rectification of incorrect information, restriction, data portability, revocation and objection as well as deletion of your personal data, unless obligations to retain data under the law provide otherwise.

If you require information on matters relating to privacy and the exercise of affected individuals' rights, please contact us at:

telephone: +43 1 961 61-0

e-mail: ambassador@ambassador.at

If you believe that the processing of your data is in breach of data protection law or your rights under data protection law are otherwise infringed, you may file a claim with the supervisory authority. In Austria, this is the Data Protection Authority (Datenschutzbehörde).

11. Data security

The safety of your personal data is very important to us. As a result, Hotel Ambassador Betriebsgesellschaft mbH. takes technical and organisational precautionary measures to protect them from unauthorized access, improper use, theft or loss. These measures are continuously evaluated and adjusted where necessary.

12. Miscellaneous

We reserve the right to amend this privacy statement anytime and to adapt it to new developments. The current version of the privacy statement can be accessed on the website at <https://www.ambassador.at/en/privacy> anytime and shall be effective as of the time of its publication on the website.

Last update: May 15th, 2025