

## **Responsible for the processing of your personal data:**

City of Bamberg  
Lord Mayor Andreas Starke  
Maximiliansplatz 3  
96047 Bamberg  
Germany  
Telephone +49 951 87-0  
Email: [info@bamberg.info](mailto:info@bamberg.info)  
Website: [www.bamberg.info](http://www.bamberg.info)

By using our website, you agree that BAMBERG Tourismus & Kongress Service ("TKS"), as the operator of this website, may collect, process, and use the data listed below in the manner described.

This privacy policy also informs you about the type, purpose, and scope of the collection and use of personal data through our website.

1. Type, scope, and purpose of collection, processing, and use
2. Optimization procedures
3. Additional applications of our website (third-party providers & social media)
4. Protection of your rights as a data subject
5. Contact for further questions/suggestions regarding data protection

## **1. Type, scope, and purpose of collection, processing, and use**

The protection of your privacy and your personal data is particularly important to us.

Personal data is information that allows conclusions to be drawn about a specific person. This includes, for example, names, contact details, but also photos, information about interests and hobbies, or memberships. We collect, process, and use your personal data only within the framework of the legal provisions (in particular GDPR, BDSG, TKG) or with your consent.

### **System-collected data and protection of your privacy**

When you access this website, the browser used on your device automatically sends information to our website server. This information is temporarily stored in a so-called log file. The following information is collected without your intervention and stored until it is automatically deleted:

- IP-address of the requesting computer,
- date and time of access,
- name and URL of the retrieved file,
- website from which access was made (referrer URL),
- browser used and, if applicable, the operating system of your computer, as well as the name of your access provider.

We process the above-mentioned data for the following purposes:

- Ensuring a smooth connection to the website,
- ensuring comfortable use of our website,
- evaluating system security and stability, and
- for other administrative purposes.

The legal basis for data processing is Art. 6 (1) (f) GDPR. Our legitimate interest arises from the purposes listed above for data collection. Under no circumstances will we use the collected data to draw conclusions about you personally.

### **Inquiries & Newsletter**

If you wish, we will send you current information and notices about our services and products.

When you contact us, for example via order form, comment field, in person, by email, or by phone, we will save and use your information for the stated business purpose or to process your inquiry.

When you subscribe to one of our newsletters, we save your IP address and the date of registration. This serves as evidence in the event that a third party misuses your email address and, for example, signs up for the newsletter without the knowledge of the authorized user.

You can subscribe to various newsletters, for which we require your email address. We also ask for your title and first and last name in order to provide you with optimal service (e.g., by addressing you correctly by name).

By completing and submitting the form, you agree to the collection, processing, and use of your data as described above. You have the right to revoke your consent at any time, with effect for the future, without giving reasons.

Please contact us by email at [info@bamberg.info](mailto:info@bamberg.info) .

## **Bookings & Reviews**

### **Registration Function**

If you wish to use our web shop, our online booking system, or another application that is specially protected due to sensitive data, we require mandatory information – some of which is required by law – for registration or to process your order. Mandatory fields are marked accordingly and are always based on the principle of data economy. If your consent to the collection and use of your data is required, you will be expressly informed of the data protection policy before submitting your information. Data transmission is always encrypted according to current security standards.

### **Payment Function**

For paid offers, you generally have a choice between different payment options. Our certified payment partner, PAYONE GmbH, is responsible for processing online event ticket bookings via PayPal or credit card. You transmit your related data exclusively to this partner for the agreed purpose. A specialized payment platform is integrated into our offering for this purpose.

Data transmission is, of course, encrypted according to the latest security standards. Furthermore, the payment partner's procedures meet the requirements of the Payment Card Industry Data Security Standard (PCI DSS).

### **Data Transfer**

We process the data received for the purpose of optimal customer service in cooperation with all relevant TKS departments. This way, we can avoid unnecessary multiple contacts and provide you with a single contact person for your specific request who will provide you with comprehensive, expert advice. Your personal data will not be transferred to third parties for purposes other than those listed below.

We will only disclose your personal data to third parties if:

- You have given your express consent pursuant to Art. 6 (1) (a) GDPR,
- the disclosure is necessary pursuant to Art. 6 (1) (f) GDPR to assert, exercise, or defend legal claims and there is no reason to assume that you have an overriding legitimate interest in not disclosing your data,
- in the event that there is a legal obligation to disclose data pursuant to Art. 6 (1) (c) GDPR, and
- this is legally permissible and necessary pursuant to Art. 6 (1) (b) GDPR for the processing of contractual relationships with you.

Personal data will not be processed outside the European Union (EU) or the European Economic Area (EEA), unless expressly stated below in individual cases, and is not planned.

## **Customer Satisfaction**

As part of your bookings made online, verbally, in writing, by phone, or by email, we offer you the opportunity to rate the services you have used and our service. After your stay, you will receive a one-time email with a link to our short questionnaire. The rating is voluntary and anonymous and serves to ensure the quality of our products and services.

## **Mobile Use**

We would like to point out that when using our services with mobile devices (e.g., cell phones, smartphones, tablets), precise location data may be collected, used, and shared for technical reasons, including the geographic location of your device. In addition, further data may be collected, processed, and used in accordance with the terms of use of your respective telecommunications provider.

## **2. Procedures for Optimizing Our Services**

The use of our website is generally possible without providing personal data. All of the elements listed below work with at least the pseudonymized form of your data, as we do not combine information on user behavior with the user profile. In this way, even an IP address remains a pseudonym in every case.

### **Cookies**

We use cookies on our website. These are small files that your browser automatically creates and that are stored on your device (laptop, tablet, smartphone, etc.) when you visit our site. Cookies do not cause any damage to your device and do not contain viruses, Trojans, or other malware.

Information related to the specific device used is stored in the cookie. However, this does not mean that we directly know your identity.

The use of cookies serves, on the one hand, to make using our services more pleasant for you. For example, we use so-called session cookies to recognize that you have already visited individual pages of our website. These are automatically deleted after you leave our site.

In addition, we also use temporary cookies to optimize user-friendliness, which are stored on your device for a specific period of time. If you visit our site again to use our services, it will automatically be recognized that you have already visited us and which entries and settings you have made so that you do not have to enter them again.

We also use cookies to statistically record the use of our website and to evaluate it for the purpose of optimizing our offering for you (see Section 5). These cookies enable us to automatically recognize that you have already visited us when you visit our site again. These cookies are automatically deleted after a defined period of time.

The data processed by cookies is necessary for the aforementioned purposes to protect our legitimate interests and those of third parties in accordance with Art. 6 (1) (f) GDPR.

Most browsers automatically accept cookies. However, you can configure your browser so that no cookies are stored on your computer or so that a warning always appears before a new cookie is created. However, completely deactivating cookies may mean that you cannot use all of the features of our website.

Additional cookies may be set depending on the use, e.g., by plug-ins (currently from WordPress). These cookies are code fragments that support, for example, retrieving values from the website address (URL), linking values for transmission to WordPress, or recording form abandonments. This device-related information enables us to analyze the use of our services without personal reference and to recognize your device on your next visit. This makes it easier for you to use our websites (user-friendliness) and gives us the opportunity to optimize our services for you. The data collected will not be merged with personal data about the bearer of the pseudonym. It will not be shared with third parties.

## External Services

### Use of Videos (YouTube)

Videos from YouTube are embedded on this website. We aim to achieve an appealing online presentation of our services, which represents a legitimate interest within the meaning of Art. 6 (1) (f) GDPR. YouTube is located at 901 Cherry Ave., San Bruno, CA 94066, USA and is owned by Google LLC. A YouTube embedding function is used to display and play videos. By playing the video, you consent to YouTube's use of cookies. According to the company, this is done, among other things, to improve user-friendliness, compile video statistics, and prevent misuse. It cannot be ruled out that the cookies are also used to analyze user behavior for market research and marketing purposes.

When you play the YouTube video, the following data is transferred to Google as the YouTube operator:

- IP-address
- Specific address of the accessed website
- Transmitted browser identifier
- System date and time of access
- Pre-existing cookies that can be used to uniquely identify your browser

Even if you do not start the embedded videos, a connection to the Google Marketing Platform is established each time you access the corresponding website. This also collects data, which we, as the website operator, have no influence over.

Google, as the operator of YouTube, is solely responsible for processing all transmitted data. Further information on Google's privacy policy can be found at: <https://www.google.de/intl/de/policies/privacy/>

### OpenStreetMap/Leaflet

This website uses the Leaflet API, a map service, to embed maps from the OpenStreetMap platform provided by the Openstreetmap Foundation, 132 Maney Hill Road, Sutton Coldfield, West Midlands, B72 1JU, United Kingdom. (The Openstreetmap Foundation's privacy policy can be found here: [https://wiki.osmfoundation.org/wiki/Privacy\\_Policy](https://wiki.osmfoundation.org/wiki/Privacy_Policy) )

In order for the map material to be integrated and displayed in your web browser, your web browser must establish a connection to other servers when you access the contact page. This means that information about your use of this website (including your IP address) may be transferred to other servers and stored there.

If you wish to prevent data transfer to third parties, you can disable the OpenStreetMap service by deactivating JavaScript in your browser. However, please note that if you do this, you will not be able to use the map display on the websites or will only be able to use it to a limited extent.

### Plausible Analytics

Plausible Analytics is a web analysis tool that provides us with anonymized information about the use of our website. We use the information obtained to optimize our content and services accordingly. Plausible Analytics does not collect any personal data, does not set cookies, and does not store any information in the user's browser.

Certain metadata about your request is collected briefly. However, this data is processed in an anonymized form and never stored. This means that no conclusions can be drawn about you as a person.

Plausible Analytics is self-hosted, so all collected data is processed exclusively on its own servers. No data is shared or transmitted to third parties.

### **Online booking option for accommodations via Holidu**

The option to make online bookings for accommodations available on this site is provided and operated by our cooperation partner, Holidu GmbH, which acts as an intermediary between the customer and the respective service provider:

Holidu GmbH  
Riesstraße 24  
80992 Munich  
Germany

Telephone +49 89 120840988

Website <https://www.holidu.de>

Managing Directors: Johannes Siebers and Michael Siebers

Munich Commercial Register HRB 213215 / VAT ID: DE295937815

The Holidu GmbH privacy policy can be found at: <https://www.holidu.de/privacy>

### **3. Additional Applications of Our Offer (Third Parties & Social Media)**

We partially complement our offering with links to carefully selected third-party providers. TKS cannot assume responsibility for their content or data protection regulations. For technical reasons, third parties also receive your IP address. In your interest, we strive to only offer content whose providers use the IP address solely to deliver the content. However, we have no influence on whether third-party providers also store the IP address, for example, for statistical purposes. We will inform you as soon as we become aware of this.

### **4. Protection of Your Rights as a Data Subject**

You have the right:

- to request information about your personal data processed by us in accordance with Art. 15 GDPR. In particular, you can request information about the processing purposes, the category of personal data, the categories of recipients to whom your data has been or will be disclosed, the planned storage period, the existence of a right to rectification, erasure, restriction of processing or objection, the existence of a right to lodge a complaint, the origin of your data if it was not collected from us, as well as the existence of automated decision-making, including profiling, and, if applicable, meaningful information on its details;
- pursuant to Art. 16 GDPR, to immediately request the rectification of inaccurate or incomplete 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 to freedom of expression and information, to fulfill a legal obligation, for reasons of public interest, or to assert, exercise, or defend legal claims;
- Pursuant to Art. 18 GDPR, you have the right to request the restriction of the processing of your personal data if you dispute the accuracy of the data, the processing is unlawful but you refuse to delete it and we no longer need the data, but you require it to assert, exercise, or defend legal claims, or you have objected to the processing pursuant to Art. 21 GDPR;
- Pursuant to Art. 20 GDPR, you have the right to receive your personal data that you have provided to us in a structured, common, and machine-readable format or to request its transmission to another controller;
- Pursuant to Art. 7 (3) GDPR, you have the right to revoke your consent at any time. This means that we may no longer continue the data processing based on this consent in the future, and
- Pursuant to Art. 77 GDPR, you can lodge a complaint with a supervisory authority. As a rule, you can contact the supervisory authority of your usual place of residence or work or our place of business.

## **Right of objection**

If your personal data is processed on the basis of legitimate interests pursuant to Art. 6 (1) (f) GDPR, you have the right to object to the processing of your personal data pursuant to Art. 21 GDPR, provided there are reasons for doing so that arise from your particular situation or the objection is directed against direct marketing. In the latter case, you have a general right of objection, which we will implement without specifying a particular situation.

If you wish to exercise your right of withdrawal or objection, simply send us an email to [info@bamberg.info](mailto:info@bamberg.info).

If necessary, we will ask you to verify your identity to ensure that the assertion of rights is carried out by you (and not by unauthorized third parties).

## **Data security**

We use the widespread SSL (Secure Socket Layer) method during your website visit in conjunction with the highest level of encryption supported by your browser. This is usually 256-bit encryption. If your browser does not support 256-bit encryption, we use 128-bit v3 technology instead. You can tell whether an individual page of our website is being transmitted encrypted by the closed key or lock symbol in the lower status bar of your browser.

We also use appropriate technical and organizational security measures to protect your data against accidental or intentional manipulation, partial or complete loss, destruction, or unauthorized access by third parties. Our security measures are continuously improved in line with technological developments.

## **Currentness and Changes to this Privacy Policy**

This Privacy Policy is currently valid (as of January 2025).

Due to the further development of our website and the services it provides, or due to changes in legal or regulatory requirements, it may become necessary to change this Privacy Policy. You can access and print the current Privacy Policy on the website at any time.

## **5. Contact for further questions/suggestions regarding data protection**

Data Protection Officer of the City of Bamberg  
Untere Sandstraße 34  
96049 Bamberg  
Germany  
Telephone +49 951 87-1219  
Email [datenschutz@stadt.bamberg.de](mailto:datenschutz@stadt.bamberg.de)

The supervisory authority responsible for us is the Bavarian State Commissioner for Data Protection. You can reach them using the following contact details:

The Bavarian State Commissioner for Data Protection (BayLfD)  
Wagmüllerstraße 18  
80538 Munich  
Germany  
Postal address: PO Box 22 12 19, 80502 Munich  
Telephone +49 89 212672-0  
Email: [poststelle@datenschutz-bayern.de](mailto:poststelle@datenschutz-bayern.de)  
Website: <https://www.datenschutz-bayern.de>

Please note that proof of identification is required for any information containing personal data. This means that we cannot provide information about this over the phone or by email.

To learn about your rights and read the individual regulations, you can find the current text of the GDPR at the following link:

<https://eur-lex.europa.eu/legal-content/DE/TXT/PDF/?uri=CELEX:32016R0679&rid=1>