

We'd like to stay in contact

Dear guest,

Waldhaus Flims has been sending you business-related information, such as newsletters, invitations to events, promotions, pre-/post-arrival or departure emails and guest-related surveys. We would like to continue doing so, and hope you are interested in continuing to receive this information.

We respect your privacy and will process any personal data only in accordance with applicable data protection laws. In light of the new EU General Data Protection Regulation (GDPR), which will take effect on 25 May 2018, we would like to provide you with certain information about the data we process in order to send information to you.

The types of data we collect

Personal data is data that can be used to identify you or that we can otherwise link to you. We collect certain personal data that you voluntarily provide to us, for example when you communicate with us via email or other channels, when you sign up for or ask us to send you newsletters or other materials, and when you sign up for an event or make a reservation. The personal data we collect includes your name, postal address, e-mail address, phone number, date of birth, credit card information, language preference, job title and business affiliations. In some cases your personal data will be supplemented by information retrieved from public sources, such as online media or employer websites, for the purpose of confirming your current address.

How we use your data

We use the personal data for communication purposes, including to send you newsletters, invitations to events, promotions, pre-/post-arrival or departure emails, guest-related surveys, and to maintain our list of contacts. We do not sell or otherwise make your personal data available to third parties, although some of our suppliers may have access to certain personal data when they perform services on our behalf, mainly to maintain and support our IT systems. Your personal data will only be saved for these purposes and for as long as you are a prospective guest to us.

Our basis for using your data

When processing personal data for the purposes described in this email, we rely on our legitimate interests in maintaining business-relationships and communicating with you, as a business contact, about our operations and our events. We consider that our legitimate interests abide by the law and the legal rights and freedoms of our business contacts.

Measures to keep your data safe

We employ appropriate technical and organisational measures to help protect your personal data against loss and unauthorised access. We regularly review our security policies and procedures to ensure our systems are secure and protected.

Your choices and rights

We welcome your inquiries and comments. You have the right to know what personal data we process about you and may request a copy. You are also entitled to have incorrect or incomplete personal data about you corrected or completed and you may ask us to delete your personal data. You can also object to certain personal data about you being processed and request that processing be limited. Please note that the limitation or deletion of your personal data may mean we will be unable to provide the information described above. You also have the right to receive your personal data in a machine-readable format and have the data transferred to another party responsible for data processing.

How to contact us

If you have any questions about how we process your personal data, please feel free to contact us at dataprotection@waldhaus-flims.ch.

In case you should be dissatisfied with our processing of your personal data, you may also contact our EU representative, Mr. Stephan Ulrich via stephan.ulrich@simmons-simmons.com or the Swiss Federal Data Protection and Information Commissioner, the supervisory authority for data protection related matters in Switzerland.

Yours sincerely,

Waldhaus Flims
Alpine Grand Hotel & Spa



Simon Rusconi
Managing Director

Flims, May 23rd, 2018