



Data Protection Provisions

1. General

Personal information is subject to particular risks, especially through worldwide networking of communications systems.

We understand the sensitivity of our clients' information.

protel gives high priority to data protection and data security for clients and users. For this reason we take the safeguarding of your data very seriously and we protect it from unlawful use through reliable management. For the protection from unauthorised access and misuse of your personal data held by us, we have put in place comprehensive technical and operational security safeguards. Our security measures are regularly checked and continuously adapted in line with technological advances. In this data protection statement we explain which information we collect during your visit to our website and how this information is used.

If you require further details concerning the following information relating to the data protection and data security operated by us, please contact us using the form provided.

2. Collection and Processing of Personal Information

If you visit our website and use the software applications offered in the bookatonce frame, our web server temporarily records for the purposes of systems security the domain name or the IP address of the enquiring computer – the identification number allocated to your computer for access to the Internet in the context of Internet communication – along with the access data, the file request of the client (file name and URL), the http answer code and the website from which you have visited, in addition to the number of bytes transferred in the course of the connection.

We may store some details in the form of so-called "cookies" on your PC. A cookie is a small text file, sent by a website and stored locally on the visitor's hard drive. We never use cookies to store personal information about you. We employ them only to simplify your visit and to establish the number of visitors to our website. This technical access data cannot be attributed to a particular person; this means that the individual user remains anonymous. Other personal data which could be used to discover identity, such as name, address, telephone number or email address, are not collected by these cookies. Also not included in the information collected by these cookies are details which are not directly connected to actual identity, such as the number of users of a website. If you would like to learn more about the use of cookies by your browser, you can activate the relevant browser settings on your PC. You can however also prevent the installation of cookies using an appropriate setting. We collect, process or use personal data only if you provide the details to us voluntarily, for instance in the context of an online service or a request for information.

3. Transmission of Personal Information to Third Parties

If you use our software applications, you will be asked at various stages to provide personal information. We use the personal information which you have given to us voluntarily only for the purposes of technical administration of the website and for the fulfilment of your requirements, and then only as necessary in each specific instance. Our staff are under an obligation to protect confidentiality – particularly in accordance with § 5 BDSG (Bundesdatenschutzgesetz - Federal



Data Protection Act). We transmit data to service and business partners only for the processing and fulfilment of your requirements. In these cases, the scope of the transferred data is limited to the minimum required, and this transmission also occurs only where our service and business partners commit to observing the same data protection and security principles as we do.

We do not sell or assign this information to third parties. We only use this information for marketing purposes if you have confirmed your agreement thereto in advance. We only deviate from this policy if we are required to disclose or transmit the information to government agencies by law or by reason of a court order.

4. Freedom in relation to Marketing

If you register on our website, use our software applications in the bookatonce frame or make requests, we shall ask you to confirm whether you wish to receive future updates concerning bookatonce, or direct advertising messages via commercial communication methods suited to distance selling [electronic post (e.g. email newsletter), Internet advertisement]. If you agree, we shall store and manage your personal information for the purposes of market and opinion research, and to provide information and advertising relating to protel products and services as well as those of our business partners. This will be conducted exclusively by protel. Even after agreeing to this you may countermand the use of your personal information at any time by using our contact form. Also, independently of your agreement we shall inform you of the necessary details relating to our software application and your requirements.

5. Links and References

protel shall not be liable for the content of other suppliers, accessible via the hyperlinks on our website. Many links on our website refer to content which is not stored on our servers and over which we have no influence. On setting up the links, we checked external content for illegality and liability to prosecution; we rejected any link to such websites. However, we cannot exclude the possibility that content has been altered by suppliers after such checks. The relevant supplier or operator of the sites is always and exclusively responsible for the content of the linked sites. We are under no duty to constantly check these. For this reason, we are also not responsible for such altered external content nor do we accept any liability therefore. On being informed of breaches of the law, we shall promptly remove such links.