

Privacy Policy

As protecting your personal data and respecting privacy laws that determine the use and handling of your personal information are very important to us, we would like to inform you about following areas of our privacy policy:

- Recording of data when accessing the information on this site
- Personal data
- Transmission of personal information to third parties
- Signing up for the Newsletter
- Technical standards and secure internet connections
- Cookies
- Links to other websites
- Your right to object to the use of your data
- Questions and comments

The German Youth Hostel Association (DJH) takes the protection of your personal information very seriously. We want you to know which data we record and how we use this information. We have taken technical and organisational steps to ensure that the legal requirements for the protection of your personal information are met by us as well as our external service providers, and our data protection officer ensures that adherence to privacy laws is tightly monitored.

Recording of data when accessing the information on this site

Every time you surf the Internet, your web browser submits information to the operator of the page you are viewing. When you visit our site, following information is recorded automatically for our web page statistics:

- IP address of the requesting computer
- Date and time of the request
- Access method/function wanted by the requesting computer
- Input values transmitted by the requesting computer
- Name of the requested file
- URL, from which the file and/or desired function was requested
- Information on browsers and operating systems that were used.

The data is evaluated anonymously and used solely for the purpose of internal statistics.

Personal data

Personal data is data that concerns your identity. This applies, for example, to your name, date of birth, street or postal address, telephone number or bank details.

It does not apply to data that cannot be linked to your person (e.g. how long you visited our website or the number of users on the website).

Personal data are recorded, for instance, in the membership application form or on the Internet panel. Your personal data is also required when you make a booking or order from the shop. We use a secure internet connection for sensitive data, e.g. your bank details.

Transmission of personal information to third parties

Your personal data are generally never transmitted to third parties outside the German Youth Hostel Association without **your prior consent**. External service providers that process data on our behalf are strictly bound to privacy regulations contractually and in accordance with the German privacy law (Bundesdatenschutzgesetz), and are not considered as third parties in the sense of this privacy policy.

Any party that handles your data is bound by German privacy law and other acts of law, and is contractually obliged to adhere to the privacy policy of the German Youth Hostel Association.

However, we will disclose your data to the responsible bodies in case we are obliged to do so by law or court order.

Signing up for the Newsletter

We are happy to keep you informed through our electronic information service. If you would like to receive the newsletter by email, please give us your consent to use your email address in the respective web form.

Technical standards and secure internet connections

We use the so-called SSL security system (Secure Socket Layer) for transmitting data, normally with 256 bit encoding. This technology offers top security and is used, for instance, by banks for protecting online banking data. You can see that data are being transmitted via a secure connection when your browser displays an icon showing a closed lock in the status bar at the bottom of your screen.

We upgrade our security measures according to the state of technology. However, we would like to point out that complete protection of data transmitted via the Internet can not be guaranteed at the current state of technology.

Cookies

Cookies are small data packages that normally do not exceed 1 kbyte in size. They contain information that enables the web server to recognise a visitor to a website (PC) the next time it accesses the page or when it accesses the following pages. In order to recognise the user (PC) at its next visit to a site, your browser has to save the cookie to your local hard disk. We only use cookies for our internet panel, and the information serves, for example, to identify "unread" entries. Other cookies that our website uses are only used for one visit and not stored on your hard disk but deleted when you close the browser. They are required, for instance, for performing certain searches. Cookies may be used on some of the websites that are linked to ours, and we may not be able to send you an alert. Standard settings of most browsers accept cookies automatically. You can change the settings of your browser so that cookies are not saved to the hard disk and/or so that your browser gives you an alert every time a cookie is received.

Links to other websites

Our web pages contain links to other websites, which have been carefully selected by us. However, we cannot influence whether the operators of these sites regard our privacy policy. Neither do we have any influence on the contents of these sites and whether it is legal. Consequently, we do not accept any responsibility for the contents of other websites.

Your right to object to the use of your data

According to the German privacy law (Bundesdatenschutzgesetz) you can object to the use of your data for customer service purposes at any time. Under certain conditions, you also have the right to demand that the personal data we store is corrected, blocked or deleted. You may demand information about your personal data that we have stored and about the purpose for which it is collected at all times.

Questions and comments

We welcome your questions, ideas and comments on our privacy policy and they are important to us. You can reach us via the following email address: datenschutz@djh.org
The rapid development of new Internet technology makes it necessary to amend our privacy policy from time to time. This is where you will find any news on the issue.