

Privacy Policy for Settle In-Austria

Last Updated: [03.03.2025]

“Data controllers” are the people or organisations that determine the purposes for which, and the manner in which, any Personal Data is processed, and make independent decisions in relation to the Personal Data and/or who/which otherwise control that Personal Data.

For the purposes of the GDPR Settle In-Austria is the data controller with regard to the Personal Data described in this Privacy Notice.

Settle In-Austria is committed to protecting your privacy. This Privacy Notice explains how we collect, use, disclose, and safeguard your information when you visit our website [www.settlein.at] and use our relocation services to Austria.

1. Information We Collect

We may collect the following types of personal data:

- **Personal Identification Information:** Name, email address, phone number, nationality, date of birth.
- **Relocation Information:** Address history, planned moving date, destination in Austria, family details (if applicable).
- **Financial Information:** Payment details, invoices, and billing addresses.
- **Communication Data:** Emails, chat messages, and feedback provided to us.
- **Technical Data:** IP address, browser type, operating system, and cookies.

2. How We Use Your Information

We use the collected data to:

- Provide and manage our relocation services.
- Process payments and issue invoices.
- Communicate with you about our services and updates.
- Ensure compliance with legal and regulatory requirements.
- Improve our website, services, and customer experience.

3. Legal Basis for Processing

We process your personal data based on:

- **Contractual Necessity:** To provide relocation services as agreed.
- **Legal Obligation:** Compliance with Austrian and EU regulations.
- **Legitimate Interest:** Improving services and business operations.
- **Consent:** When required, such as for marketing communications.

4. Data Sharing and Disclosure

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with the law. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own

purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

We have contracts in place and carry out due diligence in regards to our suppliers and relevant third parties. Any payment transactions carried out by us, or our chosen third-party provider of payment processing services will be encrypted using secured encryption technology.

We may share your information with:

- **Service Providers:** Third-party companies assisting in relocation, payment processing, and IT services.
- **Government Authorities:** When required by law or to facilitate necessary permits and visas.
- **Business Partners:** If related to additional relocation services (e.g., real estate agencies, language schools etc.).

5. International Data Transfers

Settle In-Austria uses third party processors who are based outside the European Economic Area (EEA). Processing of your personal data will involve a transfer of data outside the EEA, though we keep this to a minimum.

Whenever we transfer your personal data out of the EEA, we ensure a similar degree of protection is afforded to it by ensuring at least one of the following safeguards is implemented:

- We may transfer your personal data to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission, or;
- Where we use certain service providers, we may use specific contracts approved by the European Commission which give personal data the same protection it has in Europe.

6. Data Retention

We retain your data only as long as necessary for the purposes outlined in this Privacy Notice or as required by law. We have a Retention Policy and Retention Schedule in place, and we ensure data is destroyed confidentially when it is required to do so.

7. Your Rights

Under certain circumstances, and dependent on legal basis under which your personal data is processed, by law you have the right to:

- Request information about whether we hold Personal Data about you, and, if so, what that Personal Data is and why we are holding/using it.
- Request access to your Personal Data (commonly known as a “Data Subject access request”). This enables you to receive a copy of the Personal Data we hold about you and to check that we are lawfully processing it.
- Request correction of the Personal Data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your Personal Data. This enables you to ask us to delete or remove Personal Data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your Personal Data where you have exercised your right to object to processing (see below).
- Object to processing of your Personal Data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your Personal Data for direct marketing purposes.

- Object to automated decision-making including profiling, that is not to be subject of any automated decision-making by us using your Personal Data or profiling of you.
- Request the restriction of processing of your Personal Data. This enables you to ask us to suspend the processing of Personal Data about you, for example if you want us to establish its accuracy or the reason for processing it.
- Request transfer of your Personal Data in an electronic and structured form to you or to another party (commonly known as a right to “data portability”). This enables you to take your data from us in an electronically useable format and to be able to transfer your data to another party in an electronically useable format.
- Where consent is the lawful basis for processing, you have the right to withdraw consent. You may withdraw consent at any time by providing an unambiguous indication of your wishes by which you, by a statement or by a clear affirmative action, signify withdrawal of consent to the processing of Personal Data relating to you. Withdrawal of consent shall be without effect to the lawfulness of processing based on consent before its withdrawal.

To exercise these rights, please contact us at info@settlein.at.

8. Security Measures

We implement technical and organisational measures to protect your data from unauthorised access, alteration, or loss.

If Settle In-Austria have received your information, we will use strict procedures and security features to try to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way.

Settle In-Austria utilises encryption, access controls and other features to ensure the security of your data.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator when we are legally required to do so.

Settle In-Austria limits access to your personal data to those employees, contractors and other third parties on a need-to-know basis and under contract. We will only process your personal data for the purposes for which it was collected, and third parties are only permitted to process your data on our instructions.

9. Cookies and Tracking Technologies

We use cookies to enhance your website experience. You can manage cookie preferences in your browser settings. For more details, refer to our Cookie Policy.

10. Your Right to Lodge a Complaint

You as the Data Subject have the right to complain at any time to a supervisory authority in relation to any issues related to our processing of your Personal Data. We would like to hear from you first if you have a complaint about how we use your data so that we may rectify the issue.

As our organisation is located in Austria, and since we conduct our data processing here, we are regulated for data protection purposes by the Austrian Data Protection Authority.

You can contact the Austrian Data Protection Authority here <https://data-protection-authority.gv.at/>.

10. Changes to This Privacy Notice

We may update this Privacy Notice from time to time. The latest version will always be available on our website.

11. Contact Us

If you have any questions or concerns regarding this Privacy Notice, please contact us at:

Katja Murphy
Settle In-Austria
+ 43 660 4648009
info@settlein.at
<https://www.settlein.at>