Federal Ministry
Economy, Energy
and Tourism
Republic of Austria

Privacy notice

Dispute Resolution

General information

Tourism Services at the Federal Ministry of Economy, Energy and Tourism is a central drop-in point for complaints, enquiries as well as information. We take great interest in the feedback of our guests. Therefore, we offer any assistance to all our guests who experienced problems or have been in troubles during their holidays.

In addition, we act as a mediator (arbitration board) within the Austrian administration between our guests and the Austrian companies, hotels, tourist offices as well as travel agencies and tour-operators on conflicts. As such, we aim to provide a quick solution acceptable to all parties, free of charge. Nevertheless, please note that as a dispute resolution body our efforts are not binding to the parties.

The protection of personal data is an important concern for us.

Categories of personal data processed

In the context of complaints and mediations, the following personal data are processed:

- First and last name, contact details (telephone, e-mail, address) and date of birth of parties to the complaint (in the case of companies of contact persons).
- Facts of the proceedings as well as documents relevant to the complaint or conciliation (e.g. booking documents, relevant official documents)
- Correspondence relevant to the complaint or mediation, especially correspondence between complainant and respondent (e.g. booking requests, complaints, statements)

- Special categories of personal data (e.g. origin, health data or sex life), as far as relevant for the respective complaint (e.g. in case of complaints due to discrimination or racism, medical data in case of complaints after an accident during a vacation)

Legal basis

The legal basis for the processing of personal data in regards to dispute resolution attempts is Art. 6 (1) lit. e DSGVO. Special categories of personal data are being processed on the basis of Art. 9 (2) lit. f DSGVO.

The processing of personal data is necessary for the processing of the complaint and the implementation of a conciliation procedure. In case of failure to provide the data, no conciliation procedure can be carried out.

The Federal Ministry of Economy, Energy and Tourism is as the controller responsible for the processing of personal data.

To the extent necessary for the processing of the complaint or an attempt at conciliation, personal data will be transmitted to the respective other party.

Insofar as a party to the complaint is located in a third country, personal data is transferred on the basis of Art. 49 (1) lit. e DSGVO. This only insofar, as it is absolutely necessary for the establishment, exercise or defence of legal claims.

Rights of data subjects

Data subjects have the right to information about their personal data (Art. 15 DSGVO), the right to rectification in case of inaccurate personal data (Art. 16 DSGVO) and to restriction of processing (Art. 18 DSGVO). There is no right to data portability (Art. 20 GDPR).

Before the conclusion of the mediation procedure, a request for deletion pursuant to Art 17 DSGVO can be made at any time. In this case, reconciliation proceedings will be discontinued.

After the conclusion of the conciliation proceedings, the personal data will be stored for archiving purposes in the public interest. Pursuant to Art. 17 para. 3 lit. d there is no right to erasure.

Personal data is stored via electronic file (ELAK) as the central e-government system of the Austrian federal administration in accordance with the general retention guidelines for a period of 10 years and subsequently deleted.

Data subjects have the right to lodge a complaint with the data protection authority if they believe that the processing of their personal data violates data protection regulations.

Contact details

Controller responsible for the processing of personal data:
Federal Ministry of Economy, Energy and Tourism
Stubenring 1, 1010 Vienna
Data Protection – Economy matters: datenschutz.wirtschaft@bmwet.gv.at
Telephone: (+43) 1 711 00-0

Supervisory authority responsible for complaints:
Austrian Data Protection Authority
Barichgasse 40-42, 1030 Vienna
E-mail: dsb@dsb.gv.at
Telephone: (+43) 1 52 152-0

Further information on dispute resolution
Federal Ministry of Economy, Energy and Tourism
Tourism Services
Stubenring 1, 1010 Vienna
Telephone: +43 1 711 00-807597
E-mail: tourism@bmwet.gv.at