

# Data protection information for the survey of travel behaviour and tourism acceptance of the Austrian resident population

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This data protection information informs you about the processing of personal data within the framework of the surveys on the travel behaviour and tourism acceptance of the Austrian resident population.

## Name and address of the data controller

The controller within the meaning of the General Data Protection Regulation (GDPR, Regulation (EU) No. 2016/697) and other data protection regulations is:

STATISTICS AUSTRIA  
Guglgasse 13, 1110 Vienna  
Telefon: +43 1 711 28-0  
E-Mail: [office@statistik.gv.at](mailto:office@statistik.gv.at)  
Website: [www.statistik.at](http://www.statistik.at)

## Contact details of the data protection officer

Data Protection officer  
Statistics Austria  
Guglgasse 13, 1110 Vienna  
E-Mail: [dsgvo@statistik.gv.at](mailto:dsgvo@statistik.gv.at)

## General information on the survey

The quarterly survey on travel behaviour and tourism acceptance collects information on the travel behaviour and tourism acceptance of Austrian residents aged 15 and over.

These surveys provide an important basis for tourism reporting. In order to identify, evaluate and compare changes in travel behaviour, detailed knowledge of travel flows, their characteristics and the profiles of travellers and non-travellers is necessary. The tourism acceptance statistics aim to provide a comprehensive picture of the population's attitude towards tourism. The results are also used to inform tourism and marketing policy measures.

Statistics Austria is required to conduct these travel behaviour surveys to fulfil Austria's obligations under Regulation (EU) No 692/2011 on European tourism statistics, which repealed Directive 95/57/EC. Additionally, when participating in the survey online, the tourism acceptance of the Austrian resident population is also surveyed on the basis of the Tourism Demand and Acceptance Statistics Ordinance BGBl. II No. 86/2024.

Participation in the surveys is voluntary.

## Legal Basis

- Ordinance of the Federal Minister of Labour and Economy on Tourism Demand and Acceptance Statistics (Tourism Demand and Acceptance Statistics Ordinance), BGBl. II No. 301/2003 as amended
- Foreign Exchange Act 2004, BGBl. I No. 123/2003 as amended
- Federal Statistics Act 2000, BGBl. I No. 163/1999 as amended
- Regulation (EU) No. 692/2011 of the European Parliament and of the Council on European tourism statistics and repealing Council Directive 95/57/EC as amended
- Implementing Regulation (EU) No. 1051/2011 implementing Regulation (EU) No. 692/2011 of the European Parliament and of the Council on European tourism statistics, as regards the structure of

the quality reports and the data transmission as amended

- Regulation (EC) No. 184/2005 of the European Parliament and of the Council on Community statistics concerning the statistics on balance of payments, international trade in services and foreign direct investment as amended
- Regulation (EC) No. 1055/2008 implementing Regulation (EC) No. 184/2005 of the European Parliament and of the Council as regards quality criteria and quality reporting for balance of payments statistics as amended

## Obligation to report

Participation in the surveys of travel behaviour and tourism acceptance of the Austrian resident population is voluntary.

## Recipients of personal data

No recipients of personal data, except for administrative and technical support activities.

In order to conduct surveys and provide support assistance via the STATsurv web application, we make use of authorised bodies in accordance with Article 27 of the Federal Statistics Act 2000 and provide them with the personal data required for this purpose (see below). The printing and enveloping of documents is carried out by Post Business Solutions GmbH (Halban-Kurz-Straße 11, 1230 Vienna). For the delivery of documents, we use the Österreichische Post AG (Rochusplatz 1, 1030 Vienna) and, as part of "dual delivery", the delivery service Post Business Solutions GmbH (Halban-Kurz-Straße 11, 1230 Vienna).

## Transfer of personal data to a third country or an international organisation

No transmission of personal data.

## Duration of the storage of personal data

At the earliest possible time, the name of the person concerned is replaced by the pseudonym bPK-AS. The merging with administrative data and other statistical data, as well as the storage of the data, is pseudonymised (Article 15 of the Federal Statistics Act). We only use name and address to make contact. The processing of the data by the statistical department is carried out in pseudonymised form – personal information such as name, address and telephone number are deleted after completion of the survey and all follow-up research work in the statistical department and thus separated from the answers. Furthermore, the evaluations do not refer to individual persons, but only to groups (e.g. age groups, gender). Individual responses are therefore no longer recognisable in the published results. Of course, data protection also means that personal information is not passed on – neither to state authorities nor to companies.

Any further scientific utilisation of the statistical data is carried out in accordance with the provisions of Articles 31ff of the Federal Statistics Act 2000.

## Information on data that is not directly collected

The sample is drawn in a scientific random procedure from the Central Register of Residents [Article 16b (Statistical and Scientific Surveys) of the Registration Act 1991, Federal Law Gazette No. 9/1992 as amended]. The Central Register of Residents sends us the name, academic title, date of birth, sex and address of the main residence

of the sample persons in electronic form. Based on the name and address information, the data are linked to the public telephone directory (Herold) via an electronic interface.

We only use the contact information to get in touch with you and it is only known to the department responsible for the operational deployment of the survey (survey infrastructure). In addition, administrative data required to support respondent is made available to contracted support assistant via the STATsurv web application for the purpose of receiving and providing telephone and e-mail support.

#### **Exercise of the rights of data subjects**

On the basis of the General Data Protection Regulation (GDPR) in conjunction with Article 15 of the Federal Statistics Act 2000, natural persons have the following rights with regard to their non-pseudonymised data: Right of access (Article 15 of the GDPR), Right of rectification (Article 16 of the GDPR), Right of erasure (Article 17 of the GDPR), Right of restriction (Article 18 of the GDPR), Right of data portability (Article 20 of the GDPR) and Right of objection (Article 21 of the GDPR), insofar as these rights are applicable in the specific case due to the legal requirements. To exercise these rights, please contact us by e-mail at [dsgvo@statistik.gv.at](mailto:dsgvo@statistik.gv.at) or by letter to the address of the above-mentioned data protection officer.

#### **Right of appeal to the data protection authority**

Should there be any cause for complaint regarding the processing of personal data, data subjects can contact the Austrian Data Protection Authority (Datenschutzbehörde, Barichgasse 40–42, 1030 Vienna; e-mail: [dsb@dsb.gv.at](mailto:dsb@dsb.gv.at)) as the supervisory authority.

#### **Data protection information for the STATsurv web application**

STATsurv is a web application that can be accessed via the „Statistik Austria Portal“. The application generates electronic questionnaires for various statistical surveys and makes them available in a browser for interviewer-supported and non-interviewer-supported survey forms. In the case of interviewer-supported personal or telephone surveys, persons commissioned by Statistics Austria read out the contents of the electronic questionnaire and enter the answers of the respondents into the questionnaire. STATsurv also administers information that serves to establish contact (in writing, by telephone, by e-mail) with respondents and to maintain this contact for the duration of the survey. This includes, in particular, name, age and title as well as, if applicable, address, telephone number and e-mail address. In the case of interviewer-supported forms of surveys, the application provides the respondents with the authorised persons access to this information to the extent and for the duration required. To conduct the surveys, administrative data required to support the respondents is made available to a contracted support assistance via the STATsurv web application.

#### **Data processed by STATsurv**

STATsurv sends the data entered in a questionnaire at short intervals to a database set up for this purpose at Statistics Austria if there is an existing internet connection. If there is (temporarily) no internet connection for personal interviews, the data entered is temporarily stored locally in encrypted form until a functional internet connection is available and then transferred to the database of Statistics Austria. After successful submission of the questionnaire, the survey contents are no longer available locally. The data entered in the questionnaire (without name and contact details) are subsequently available for further processing by the persons responsible for the respective statistics within Statistics Austria. In addition to the data entered by the respondents, technical parameters of each questionnaire session are recorded and sent to Statistics Austria. This includes date and time information, the UserAgentString of the

browser used as well as technical identifiers for the user, the survey, the questionnaire and the respective question. These paradata are used for error analysis on the one hand and for quality assurance on the other. Subsequently, anonymised paradata are used for the further technical and content-related development of the application. In the course of a survey process that is electronically supported and controlled by the STATsurv application, administrative process data also arise. This includes, in particular, information on when and to whom written documents or e-mails were sent, when and who contacted respondents in person or by telephone and when and with which survey method a questionnaire was completed. These process data are deleted after completion of the data collection and processing or, in the case of panel surveys, after completion and processing of the last survey wave, taking into account any legal deadlines and requirements. All identity and contact data processed in STATsurv (name, address, telephone number, e-mail address) are deleted after completion of the data collection and processing or, in the case of panel surveys, after completion of the last survey wave. If there are legal provisions that impose time limits on the repeated drawing of sample addresses, we store the address (but without the survey content and without any previously existing contact data) for the required duration.

#### **Server log files**

When a STATsurv questionnaire is used, the date/time, the User-AgentString of the browser used, the RespondentID (portal user name) and the client role (respondent, survey person) are saved in server log files. These log files are used for error analysis in the event of any programme errors, for the optimisation of the application and to ensure the security of our information technology systems. The log files are only accessible to developers in the IT department and are deleted after a few days. The data stored in the log files are absolutely necessary for the secure operation of STATsurv. Consequently, the user has no right of objection.

#### **Cookies**

Cookies are small text files that are stored by our servers on your terminal device during non-interviewer-based surveys. STATsurv only uses cookies that are not stored permanently but are automatically removed when the browser is closed (so-called session cookies). This is the following cookie, which is necessary for the functionality of the STATsurv application: FBSESSIONID: Unique character key to identify the questionnaire, among other things to prevent a questionnaire from being opened more than once at the same time. In addition, some session cookies are set by the „Statistik Austria Portal“ (see section „Authentication details“). For more information, please refer to the relevant data protection information of the „Statistik Austria Portal“.

#### **Authentication details**

Respondents to a survey conducted with STATsurv need access data - i.e. a user name and a password - to gain access to the application. Authentication takes place via the „Statistik Austria Portal“, which is part of the Austrian portal network system. For more information, please refer to the corresponding data protection information of the „Statistik Austria Portal“.

#### **SSL/TLS encryption**

In order to protect your transmitted data as best as possible, STATsurv uses TLS encryption according to the current state of the art. TLS is a successor protocol to SSL. You can recognise such encrypted connections by the prefix „https://“ in the address line of your browser. All data that you transmit when using STATsurv cannot be read by third parties thanks to TLS encryption.