

Privacy notice for telephone calls

How we handle your personal data when you call us, and how our AI phone assistant works

Information under Article 13 of the General Data Protection Regulation (GDPR) · last updated September 2026

Calls to Hostellerie Stafelter may be answered by our AI phone assistant. It tells you at the start of the call that you are speaking with an AI, and it can put you through to a member of our team at any time. Calls are not recorded, and your call data is not used to train artificial-intelligence models — neither by us nor by any of our providers.

1 Who is responsible for your data

Hostellerie Stafelter S.A., 1, rue de Dommeldange, L-7222 Walferdange, Luxembourg (RCS Luxembourg B176536) is the controller of your personal data. For any question about your data, write to info@hostellerie-stafelter.lu or call +352 20 33 97.

2 What the AI phone assistant does

- answers questions about our hotel and restaurant, using information we have given it;
- takes restaurant table reservations and passes them to our reservation system;
- texts you a link to our online booking page, if you ask for it;
- notes event and function enquiries so that our team can follow up;
- helps hotel guests with self check-in by giving them their room-entry code;
- puts you through to our team whenever you ask, or when it cannot help.

3 What personal data we process

- your telephone number (caller ID) and, if you give it, your name;
- what you say during the call: your voice is converted into text in real time so that the assistant can understand and answer you;
- the details you give us for a reservation or enquiry, such as date, time, number of guests, preferences or special requests, event details and a call-back number;
- if you ask for our booking link: the text message we send to your number;
- if you ask for your room-entry code: your reservation number;
- technical call data: the time and duration of the call and the number dialled.

We do not use your voice to identify who you are. The assistant does not ask for sensitive information such as health data; if you would like us to know about an allergy or an accessibility need, you can ask to be put through to our team.

4 Why we process it, and on what legal basis

PURPOSE	LEGAL BASIS
Handling your reservation, enquiry, room-code or booking-link request	Steps taken at your request before entering into a contract, or performance of your booking — Article 6(1)(b) GDPR
Answering your questions and answering our telephone line with an AI assistant, including outside staffed hours; operating the line (technical call data)	Our legitimate interest in being reachable and handling calls efficiently — Article 6(1)(f) GDPR. You can object at any time (section 10), for example by asking to speak to a member of our team.

5 No recordings — what we keep, and for how long

DATA	RETENTION
Call audio	Not recorded and not saved.
Content of the conversation	Not stored — no transcript is kept after the call ends.
Reservations	In our reservation system, as long as your reservation and the law require.
Event and function enquiries	12 months after the enquiry is closed.
Technical call data	At our telephone provider, under its retention policy.
Text messages	At our SMS provider, under its retention policy.

6 Who receives your data

Our team sees your details where needed, for example when your call is put through. We also use these service providers, which act only on our instructions under data processing agreements:

PROVIDER	WHAT IT DOES FOR US
MediaMind SARLS	Sets up and maintains the assistant (Luxembourg), with its subcontractor vaant.ai (Germany)
ElevenLabs	Voice-AI platform: speech recognition, answers and voice (United States, during the call)
Twilio Ireland Limited	Our telephone number and call connection (processing in the United States)
SMSAPI	Sends our booking link by text message; operated by LINK Mobility Poland (EU)
Railway Corp.	Hosting, in an EU region, for the automation that connects the assistant to our systems
Zenchef SAS	Our reservation system (France)
Google Ireland Limited	Google Workspace, which holds our list of event enquiries (EU)

7 Transfers outside the European Union

ElevenLabs and Twilio process call data in the United States. These transfers are protected by the European Commission's Standard Contractual Clauses; ElevenLabs is also certified under the EU-U.S. Data Privacy Framework. You can ask us for a copy of these safeguards.

8 No automated decisions

The assistant does not take decisions about you that have legal or similarly significant effects (Article 22 GDPR).

9 Do you have to give us your data?

No, but without the details we need we cannot handle your reservation, enquiry or other request.

10 Your rights

You have the right to access your personal data, to have it corrected or erased, to restrict its processing, to object to processing based on our legitimate interests, and to receive your data in a portable format. To exercise them, write to info@hostellerie-stafelter.lu. As calls are not stored, we can only give you the data we hold, such as your reservation.

You can also complain to the Luxembourg data protection authority, the CNPD (15, Boulevard du Jazz, L-4370 Belvaux, www.cnpd.lu).