

**Privacy Statement of the private company Flywise Travel B.V.  
established in Capelle aan den IJssel, registered in the Commercial Register of the Chamber of  
Commerce under number 60860367.**

**Valid from May 25, 2018**

Flywise Travel B.V. co-operating under the names Flywise, Verrassingstickets.nl, Surprisecitytrip.com, Ticketsurprise.fr and Ueberrasschungsreise.de, Surprisecitytrip.se, Surprisecitytrips.se, Surprisecitytrips.com, Greencitytrip.nl attaches great importance to the protection of your personal data and your privacy. We treat your personal data in accordance with the provisions of the applicable privacy laws and regulations, including the General Data Protection Regulation (GDPR) as of May 25, 2018.

For the websites Flywise, Verrassingstickets.nl, Surprisecitytrip.com, Ticketsurprise.fr, Ueberrasschungsreise.de, Surprisecitytrip.se, Surprisecitytrips.se, Surprisecitytrips.com, Greencitytrip.nl. Flywise Travel B.V. is the controller in the sense of the GDPR. Flywise Travel B.V. is located in (2861 EX) Bergambacht at the Ambachtstraat 2.

**Use and provision of your personal data in the context of a travel agreement**

If you book a package tour through the above mentioned sites, or if you send us a request for information, you are requested to enter the necessary personal details such as first names, last name, address and e-mail address, telephone number and, if applicable, credit card details. For a booking, specific information that is important for the trip will also be requested. The information you have entered is necessary for the execution of the contract to be entered into or concluded with you, which execution includes the handling of the request or the execution of the booking and the payment, including making a booking, any check-in for a flight, obtaining additional services such as hotel reservations, excursions or car rentals, providing services such as special facilities for people with reduced mobility, facilitating immigration and entry procedures, and making this information available to government agencies if required is, in connection with your flight.

Flywise Travel B.V. will also use your details in the execution of a travel agreement to inform you about information and actions related to the booked (package) trip. This concerns, for example, the sending by post, e-mail and / or SMS of invoices, travel documents and information about (changes of) departure times. We can't provide our services without this information.

Flywise Travel B.V. will instruct third parties to perform services on behalf of its services within the framework of the execution of the travel agreement, which may relate to the processing of your personal data. If use is made of the services of third parties established outside the EU, standard agreements approved by the European Commission will be concluded to guarantee your privacy interests.

Information entered by you will be included in the customer database of Flywise Travel B.V. also in the context of invoicing and the legal obligation to administer.

For the purposes mentioned above, we are obliged to keep and use such data, and to send it to our own offices, government agencies or the suppliers / suppliers of the services mentioned above. Regarding your rights in connection with the transfer of passenger data (so-called API and PNR data) we refer you to the website of the Dutch Data Protection Authority (<https://autoriteitpersoonsgegevens.nl/nl/onderwerpen/internationaal-gegevensverkeer/passagiersgegevens>). Insofar as the processing of your personal data is not necessary to execute the (travel) agreement or to comply with a legal obligation, we will always ask you for specific prior permission.

We do not need to have a copy of the passport for the execution of the contract with you. Because of the strict privacy legislation on this point, we urge you to refrain from sending copies of identity documents.

## **Website**

General visitor data is kept on our websites. In this context, in particular the IP address of your computer, the possible user name, the time of retrieval and data that the browser of a visitor sends, can be registered and used for statistical analyzes of visitor behavior on the website. We try to anonymize these data as much as possible. This information is not provided to third parties.

## **Cookies and Google Analytics**

The information provided by you on the aforementioned websites can be used by Flywise Travel B.V. used to improve those sites and its services.

Flywise Travel B.V. makes use of cookies when offering its electronic services. A cookie is a simple small file that is sent along with the websites mentioned above and remain on your computer. We use functional cookies to remember your settings and preferences. You can set your browser so that all or certain cookies are not accepted or that you are notified of every new cookie that we have placed.

We also use analytical cookies from Google Analytics on our websites to keep track of how users use our websites and how effective our Adwords advertisements are. The information obtained, including the address of your computer (IP address), is transferred to and stored by Google on servers in the United States.

We would like to refer you to the Google website where you can read more about their general privacy policy (<https://www.google.com/intl/en/policies/privacy/>) and specifically the privacy policy of Google Analytics (<https://support.google.com/analytics/answer/6004245?hl=en>).

Google may provide this information to third parties if Google is legally obliged to do so, or insofar as these third parties process the information on behalf of Google. We have no influence on this. We have not allowed Google to use the obtained analytics information for other Google services.

## **Hyperlinks to other websites**

This website may contain hyperlinks to other websites. Flywise Travel B.V. is not responsible for the privacy policy or the content of or the use of cookies on these websites.

## **Security of your personal data**

Flywise Travel B.V. strives to treat your personal data as safe and confident as possible. We do everything necessary to ensure the safe transfer of your personal data from your computer to our servers. For example, we use an encrypted data connection certified by COMODO CA Ltd. The data that your browser sends to our server is therefore shielded from others. Furthermore, we have taken all reasonably required technical and organizational measures, including a firewall to prevent unauthorized access to our systems, to protect your personal data against loss, misuse, alteration and unlawful processing. We also use daily backups.

## **Retention periods**

Your personal data will only be stored for the duration that this is necessary or legally prescribed. For example, for personal details that are required for the financial administration, a retention period of 7 years applies. We store other data for two years after the last use made of it in the context of our services, unless the law prescribes a different period.

## **Your rights**

You have the right to ask Flywise Travel B.V. to provide access to your personal data and / or to correct, supplement, delete, screen and / or export the personal data in a customary format (.csv). In case of providing personal data outside the EU, you have the right to inspect the measures taken, including, for example, standard agreements approved by the European Commission. Such requests must be made known in writing to Flywise Travel B.V. via e-mail [info@flywise.nl](mailto:info@flywise.nl) with subject 'Privacy'. We will contact you as soon as possible.

If you have given permission for the use of your data, then you are always authorized to withdraw your permission for that specific purpose. This applies, for example, to the digital newsletters sent by us.

You can also contact us via the above e-mail address with any complaints regarding your privacy. We gladly solve your complaints with you. In the unlikely event that you have been insufficiently helped by us, you have the right to submit your complaint to the supervisory authority. For the Netherlands, this is the Dutch Data Protection Authority.

### **Amendments**

Flywise Travel B.V. can change this privacy statement from time to time. On this website you can view our privacy statement at any time. We advise you to do this regularly, and in any case the moment you submit personal data to Flywise Travel B.V. provided. Of course we offer you the possibility to read the most recent version of this privacy statement prior to the collection of your personal data.

### **Contact**

For questions or comments regarding the privacy policy you can send an e-mail to [info@flywise.nl](mailto:info@flywise.nl) with subject 'Privacy'.