

# Privacy Policy (GDPR)

25.07.2024

## **1. Personal information processing of customer and passengers**

**1.1.** The customer agrees that the travel agency is authorized to process his / her personal data for the purpose of performing tourism services and in order to fulfill his / her legal obligations, in particular: name, surname, personal identification number, type of travel document, travel document number, travel document expiration date, bank details, date of birth, residence, e-mail and home address, info about allergies, medication and other health issues. All personal data will be stored only for a time period specified by law, or for the time strictly necessary.

**1.2.** For the purposes of fulfilling the Tourism Services Agreement, the information referred to in Article 1.1. to the extent necessary, are provided also to the suppliers of the travel agency (in particular hotels, transport companies, delegates). The identification data of these suppliers are given in particular in the contract for tourism services or are received by the customer at the latest when using the tourist services. If the destination is outside the European Economic Area, the customer acknowledges that his / her personal data will be provided to the recipients of personal data in that third country (hotels) or in another third country (airlines). Information on whether there is a European Commission decision on adequate data protection and information about appropriate safeguards for the protection of personal data when transferring personal data to a third country will be provided by the travel agency at the request of the customer.

**1.3.** The Customer acknowledges that the travel agency is obliged, within the scope and under the conditions established by the applicable law, to pass on Customer's personal data for purposes specified by law.

**1.4.** The Customer acknowledges that the travel agency will process his / her personal data to the extent of his / her name, surname, address, telephone number and e-mail address in order to send business communications. The commercial message is authorized by the travel agency to send by SMS, MMS, e-mail, by mail (post) or by telephone. Against the sending of

commercial communications, the customer may object at any time, either at the address of the travel agency or by e-mail sent to the e-mail address [astra8@ck-astra.cz](mailto:astra8@ck-astra.cz). In this case, the travel agency will not send the customer a business message or otherwise process his customer's personal data for direct marketing purposes.

**1.5.** The customer may agree, in particular, by checking a box in the contract for tourism services, but also by another statement, that the travel agency can take pictures and videos of him / her during the use of the tourist services and travel agency can use these photographs and videos as part of the promotional materials of the travel agency, both in material form and on the web site.

**1.6.** The above mentioned in Article 1 apply equally in relation to the persons for whose benefit the customer has concluded a travel services contract (travel companion). By concluding a contract for tourism services, the customer declares that he is entitled to grant the travel companion's consent, either on a contractual or other basis.

**1.7.** The Customer acknowledges that the data subject has, in particular, the following rights:

- a) Revoking consent of taking pictures and videos at any time by telling travel agency, either by mail (post) or e-mail address [astra8@ck-astra.cz](mailto:astra8@ck-astra.cz).
- b) Requests from the travel agency an access to personal data relating to its person, their correction or deletion, or it may request a limitation on the processing of its personal data, object to the processing the data, as well as data transfer right.
- c) Request the travel agency to restrict the processing of its personal data if (I) the customer denies the accuracy of his / her personal data for the period necessary to enable the administrator to verify the accuracy of his / her personal data; (II) the processing of his or her personal data was unlawful but does not require the deletion of personal data but the restriction of its use; (III) the travel agency no longer needs its personal data for processing purposes but the customer requires data to identify, use or defend its claims; or (IV) the customer has objected to the processing of his or her personal data until it has been ascertained whether the legitimate reasons of the travel agency outweigh the legitimate reasons of the customer. If the processing of the

customer's personal data has been limited, his / her data may be processed, with the exception of storage, only with his consent.

- d) The right to file a complaint with the supervisory authority of the Office for the Protection of Personal Data.
- e) Obtain from the travel agency at any time a confirmation that its personal data are being processed and, if so, the travel agency is obliged to provide the following information upon request and to provide a copy of the personal data processed: (I) the purpose of the processing; (II) the category of personal data being processed, (III) the recipients or categories of recipients whose personal data were or will be made available to; (IV) the planned time period for which his / her personal data will be stored or, if not possible, the criteria used to determine that time; (V) the existence of the right to require the administrator to correct or erase personal data relating to the customer or limit their processing and to object to such processing; (VI) the right to fill a complaint with the Supervisory Authority; (VII) the fact that automated decision making is taking place, including profiling.
- f) Obtaining of your personal data processed by the travel agency in a structured, commonly used and machine-readable format and transfer them on to another personal data administrator if (I) the processing of the customer's personal data is based on consent to the processing of personal data; or (II) the processing is done automatically. If possible, the travel agency will transfer on the customer's personal data to another administrator.