

## **Privacy Policy**

### **Version 1.2 January 2020**

Privacy Policy of TIX.nl B.V., also acting under the names Tix (Tix.nl, Tix.be, Tix.es, Tix.pt, Tix.fr, Tix.com.gr), Gate1 (Gate1.nl, Gate1.ca, Gate1.ch, Gate1.at, Gate1.co.uk, Gate1.com.sg, Gate1.com.tr, Gate1.ae, Gate1.ie) and Flighttix (Flighttix.se, Flighttix.no, Flighttix.fi, Flighttix.dk, Flighttix.it, Flighttix.pl, Flighttix.de), filed at the Chamber of Commerce under number 50031600.

At Tix/Gate1/Flighttix we realize that gaining and retaining your trust is one of the most important things we do as a company. Protection of your privacy is a responsibility we take very seriously. We formulated this privacy policy to inform you of the way in which Tix/Gate1/Flighttix collects, processes and protects personal data which you provide to us via our websites and e-mail. We can assure you that, unless you give us your consent to deviate from this, Tix/Gate1/Flighttix will only collect your personal data and use it as described in this privacy policy.

### **Who we are**

Whether you are looking for a flight ticket, a hotel or car hire, Tix/Gate1/Flighttix makes sure that you book what is suitable for you quickly and simply! It is obviously very important what price you pay for a flight ticket, a hire car or hotel, but just merely the lowest possible price is not the most important thing. Because you obviously want something that suits you. Tix/Gate1/Flighttix is an intermediary and this means that we mediate between you and the ultimate service providers. By means of this site we advise and inform you and reservations are made. We provide these services on your instructions. Tix/Gate1/Flighttix then forms an agreement between you and the service provider you have chosen. For instance, Tix/Gate1/Flighttix can make reservations for individual flight tickets, car hire, hotel rooms and it can take out insurance for you. Tix/Gate1/Flighttix itself is not a party to the ultimate agreement.

The general details of Tix/Gate1/Flighttix (being the data controller of the data processing) are:

Name: TIX.nl B.V. (Tix/Gate1/Flighttix)

Address: Ceresstraat 15 A2, 4811 CA Breda, the Netherlands

Contact: info@gate1.co.uk / 0900-8801

### **What information do we collect?**

When you visit Tix/Gate1/Flighttix our webserver automatically collects your IP address, browser type, operating system, device type, MAC address. If you want to buy our products or services, you have to provide personal information, for instance your name, address, e-mail address, telephone number and other information which identifies you so that we can process your orders and provide you with customer service. If you don't want to provide personal information when you purchase one of our products or services, we cannot confirm your purchase and we cannot complete your booking. When you register with Tix/Gate1/Flighttix, we ask you for basic information such as your name and e-mail address, and details of the other travelers, if any. In order to be able to send information messages which are relevant to you (if you opt for receiving these) we retain all search actions and bookings on our website. For instance, if you regularly visit Paris and London, we could send you special messages with deals and popular products for those destinations. When you subscribe to one of our marketing email messages, such as newsletters and destination information, you have to provide your name and your e-mail address. In some cases, we can also ask for personal demographic details such as the

country where you live, gender, age, travel habits, etc. We also use cookies (as described below) to collect information about the performance and usefulness of our websites.

## **Cookies, and how we use them**

'Cookies' are small pieces of information which are saved by your web browser on the hard disk of your computer in order to retain your surfing history. At Tix/Gate1/Flighttix we make limited use of cookies in order to save your preferences, to record session data, to collect information about how you visit our websites and to adjust our web pages to your needs. In most of the web browsers you can switch off cookies, but this will not enable you to use our websites fully. More information about the cookies used by Tix/Gate1/Flighttix can be found in our Cookie Statement.

In order to tailor the content of the website and marketing e-mail messages of Tix/Gate1/Flighttix, the information you provide will be analyzed. On the basis of this analysis automated content will be selected for the website and for the marketing e-mail message. In addition, the analyzed information will be used for building profiles to tailor even better the content of our website and marketing e-mail messages to your interests. Because your name is not included in this analysis, we expect that analyzing your details for these purposes will have no further consequences for you, other than an improved user experience when visiting our website and receiving our marketing e-mail messages.

## **How we use your personal data**

We use your personal data in the following ways:

- To provide you with information you have asked for about our products.
- To send you marketing e-mail messages, text messages and information which you have specifically subscribed to.
- To process your bookings.
- To confirm your purchases.
- To make sure that you are invoiced correctly.
- To measure and follow demographic details about our customers.
- To tailor the content of our website more specifically to your interests.
- To be able to inform you about the possibility of claiming compensation from an external party if you have experienced a delayed, cancelled, changed or overbooked flight.

Tix/Gate1/Flighttix will ask in advance for your consent to process your data, unless Tix/Gate1/Flighttix has a justified interest in processing your data. If you have given your consent for the processing, you will be entitled to withdraw it at any time by sending a message to that effect to our privacy officer at [privacy@gate1.co.uk](mailto:privacy@gate1.co.uk). After having received your message Tix/Gate1/Flighttix will discontinue the processing based on your consent. However, any processing that took place before you withdrew your consent remains lawful processing on the basis of a valid consent at the time of processing. So, Tix/Gate1/Flighttix is not obliged to undo any previous processing. Some of the personal data we collect is shared with our business partners (for instance airline companies), which are directly involved in completing the purchases you made through us. We will only pass on your name and your local contact details, if we have them at our disposal, to our service providers (for instance the name of the hotel for picking up and dropping off, your local telephone number, etc.). We do not pass on any other personal information to our service providers. If you make use of the possibility to claim compensation as a result of a delayed or a cancelled flight Version 1.0 for instance, we will provide your personal data

required for the easy handling of your claim by the third party, after your explicit consent to this party. If you pass on your personal data directly to a service provider, we recommend that you read the privacy policy of the service provider.

We also share your personal data with third party service providers who provide marketing and data reporting services on our instructions. We currently have commitments with various online partners who assist us in managing and optimizing our internet business and communications with our customers. We use the services of a marketing company which assists us in measuring the effectiveness of our advertisements on our own website and the websites of third parties, and how visitors use our website. To this end we use web beacons and cookies which have been implemented on this website by our marketing company. The information we collect shows us which pages are most appealing to our visitors, which of our products our clients are most interested in and what type of offers our clients prefer to see. Although our marketing company keeps the information originating from our website up to date on our behalf, we determine how these data can or cannot be used.

It may be that the partner to whom we pass on your details as described above, is based abroad. Tix/Gate1/Flighttix warrants that an adequacy decision has been issued by the European Commission for the country where the partner is based or – if this is not the case – Tix/Gate1/Flighttix has taken appropriate and/or suitable guarantees such as stipulating the Standard Contractual Clauses.

Finally, we assure you that we won't pass on your personal data to any third parties who are not involved in completing the purchases you have made through us unless you give your consent to this end or Tix/Gate1/Flighttix is obliged to disclose the data on the basis of applicable legislation or regulations, or on the basis of a request by or order of a competent authority.

### **E-mail messages which you can expect from Tix/Gate1/Flighttix**

If you opt to receive e-mail messages from us, you will receive information which is in our opinion useful and interesting for you. For example:

- We keep you informed of the actions at Tix/Gate1/Flighttix, news about destinations and products, programmes, etc. and other special promotions which we think you will consider valuable.
- We will keep you informed about your trip and any major changes to your travel (schedule).
- We keep you informed of major changes in the operation of the website.

As a subscriber to our marketing e-mail messages, at regular intervals you will receive e-mail updates from us about the products and destinations on offer in your local area, special offers, discount codes, new services of Tix/Gate1/Flighttix and other matters worthy of mention. Apart from the e-mails to confirm your registration, e-mails containing your Tix/Gate1/Flighttix account information and e-mails directly relating to a booking made on our website, Tix/Gate1/Flighttix will not send you any e-mails unless you opt to receive e-mails from us. Please take into account that e-mails relating to your registration and transactions with Tix/Gate1/Flighttix also include e-mails with a request to write a review about your booking and experience of the service provision of our company, administrative messages and surveys with regard to your Tix/Gate1/Flighttix account or your transactions through Tix/Gate1/Flighttix.

If you no longer want to receive e-mail messages from Tix/Gate1/Flighttix, there are various ways to unsubscribe:

- You can unsubscribe at any time by clicking on the link at the bottom of every marketing e-mail message which we send and by following the instructions.
- When you register as a member of Tix/Gate1/Flighttix, you can adjust your settings on “MyGate1”.
- You can send an e-mail to [privacy@gate1.co.uk](mailto:privacy@gate1.co.uk).

## **Our security and storage measures**

Tix/Gate1/Flighttix ensures that the integrity and protection of your personal data is maintained. We use industry-standard encryption protocols when we transfer your personal data. Before you send your personal data to us via the internet, we first make sure that a ‘protected session’ is created by means of Secure Socket Layer (SSL). Your personal data are stored in secure operating environments which are not accessible to the general public. Our physical facilities are provided with security measures to protect your personal data against loss, misuse or change by our employees or third parties. However, no single data transfer via the internet is 100% guaranteed safe and therefore we cannot give you absolute certainty that the information you provide us with is always safe. Tix/Gate1/Flighttix trusts that you notify us when you notice something unusual that might indicate a violation of your data protection. We will then investigate whether the violation of the data protection relates to the data transfer from or to Tix/Gate1/Flighttix and will let you know what steps can be or have been taken to remedy the problem. Further action, such as reporting the incidents to the police or the appropriate bodies can also be required. Your personal data which are collected and processed by Tix/Gate1/Flighttix, will not be retained any longer than is necessary for the purpose for which the data are being processed. After this period the personal data will be removed or made anonymous.

## **Your rights with regard to your personal data**

You can exercise the following rights with regard to the personal data which Tix/Gate1/Flighttix collects and/or processes from you:

- Right to inspection: you can ask Tix/Gate1/Flighttix whether it processes data from you. If that is the case you can inspect your personal data.
- Right to rectification: if your information is inaccurate, you can ask Tix/Gate1/Flighttix to correct the information. This also includes the right to have incomplete information supplemented, taking into account the purpose of the processing.
- Right to deletion: you can request Tix/Gate1/Flighttix to delete data about you, for instance if the information is processed unlawfully or if you withdrew your consent.
- Right to data processing restriction: you request Tix/Gate1/Flighttix to restrict the processing of your data if (i) the information is incorrect, (ii) the information is wrongful, (iii) it is necessary for you that we retain your data after the retention period for the benefit of a claim of you, or (iv) you objected to the processing and the balancing of interests is being verified.
- Right to objection: you are entitled to object to the processing for reasons associated with your specific situation and you can object to the processing of your personal data for sending personal marketing focused on you.
- Right to data transferability: you can request Tix/Gate1/Flighttix to provide you or a third party with an electronic file of your personal data, if this is technically possible.

Tix/Gate1/Flighttix will respond as soon as possible to your request, but in any event within one month. If it is allowed under applicable law, Tix/Gate1/Flighttix can postpone the response period by two additional months if that is necessary due to the complexity or the number of requests.

Tix/Gate1/Flighttix will inform you of the postponement and the reason for it. If Tix/Gate1/Flighttix rejects your request, it will give the reasons for the rejection in its message to you.

### **Amendments to our privacy policy**

By adding new products our company will continue to develop and therefore this privacy policy will be reviewed and adjusted from time to time. Tix/Gate1/Flighttix reserves the right to amend its privacy policy and to publish the amendments on its website. We will only use your personal data in accordance with the privacy policy that applied at the time your personal data was collected. Contacting For some services of Tix/Gate1/Flighttix you can view and adjust your registration and personal data online. If you want to correct or adjust other personal data or if you have questions about the privacy policy of Tix/Gate1/Flighttix, please send an e-mail to our privacy officer via [privacy@gate1.co.uk](mailto:privacy@gate1.co.uk).