

DATA PRIVACY STATEMENT

BTU BUSINESS TRAVEL UNLIMITED REISEBÜRO GES.M.B.H.

1	Processing Activities	Travel management¹, passenger data management, payment processing, operation of the website as well as mobile web applications, marketing of products and services, compliance with legal requirements	
2	Data Controller	BTU Business Travel Unlimited Reisebüroges.m.b.H („BTU“) Business address: Stella-Klein-Löw-Weg 13, OG 3, 1020 Vienna, Austria Telephone: +43 1 516 51 - 0 Email: office@btu.at	
3	Contractual relations	BTU has a contractual relationship with companies for whose employees (travelers) services are offered in connection with travel activities. As a travel agent, BTU arranges travel contracts for travel services (individual services, travel arrangements) between the traveler on the one hand and the service provider on the other (business procurement contract). Personal data required to fulfill the contractual service is provided and processed by the company or by the person concerned. The data is passed on to group companies, travel providers, travel agencies, service providers and external booking platforms for the purpose of fulfilling the contract. Data will not be passed on to third parties for any other purpose.	
4	Purposes of Data Processing		
	<ul style="list-style-type: none"> • On the legal basis of <u>fulfilling or preparing the contractual agreement</u> 	a)	Travel organization for business travel management (Business travel), congresses, events und group travels
		b)	Travel organization for private and holiday travels
		c)	Organization of travel related services upon client request (e.g. residence permits – Visa, event organization, Checking of rights based on Regulation (EEC) No 295/91 for compensation and assistance to passengers)
		d)	Meeting individual requests for additional offers, recommendations and services of third-party providers
		e)	Risk management, observing caring duties ²
		f)	Global travel management and reporting ² (Data Generation in Global Distribution Systems – GDS)
		g)	Management of global Air travel program (e.g. PRISM)
		h)	Dissemination of proprietary and third-party advertisements, directly or within online information offerings and products
		i)	Answer customer questions via the website
		j)	Operation and improvement of the website and its applications
		k)	Provision of self-booking tools and customer databases for direct entry (in the case of direct use of the customer databases by data

¹Any references to natural persons within this data protection policy which are only provided in the male form relate equally to both women and men. The gender-specific form is to be used when referring to specific natural persons. Customers refer to both consumers and entrepreneurs.

²In these cases the data subject or controller demonstrably, commissions BTU to forward the travel data to distinct, given third parties and/or to use distinct tools for fulfilling the agreement.

		subjects, a separate data protection information is provided for the respective tool)
	<ul style="list-style-type: none"> On the legal basis of a (overriding) <u>legitimate interest</u> 	a) Handling of claims and complaints
		b) Development of statistics and appraisals, and creation of internal reports
		c) Familiarity with and managing the preferences of internal reports
	<ul style="list-style-type: none"> On the legal basis of (overriding) <u>legitimate interests of BTU for direct advertisement</u>³ 	a) Re-acquiring old customers and acquiring new customers and travelers
		b) Gathering of user numbers for services for the purposes of documenting reach
		c) Maintaining customer satisfaction and customer retention (by using profiling, see Point 8 and 9.)
		d) Disseminating/playing advertisement for offers and services of BTU by use of direct advertisement („marketing purposes“) insofar as this is legally permissible
		e) Analyzing user conduct and personal preferences of customers using organized of managed travels for targeted dissemination of advertisement with the goal of avoiding dispersion losses (by using profiling, see Point 8 and 9.)
		f) Improving the services of BTU by conducting surveys and analyzing questionnaires, managing claims/complaints and offering the benefits of loyalty programs
	<ul style="list-style-type: none"> On the basis of <u>legal obligation</u> 	a) Creating and storing legally-prescribed documents in observance of accounting principles
b) Sending PNR-Data to the Central office of passenger data for further processing according to regulation (EU) 2016/681		
5	Changes to purpose (Forwarding)	Direct advertisement: BTU hereby informs that it processes customers' and traveler's personal data for the purposes of direct advertisement (incl. profiling). BTU intends to use direct advertisement to aid in the marketing of advertised (proprietary or third-party) services and products. <u>The data will not be passed onto any (non-group-affiliated) third parties for this purpose.</u> There is no incompatibility with the purpose of the original data collection.
6	Objecting to processing for the purposes of direct advertisement:	The customer and the individual traveler can object to the use of their personal data for direct advertisement (including "profiling") at any time without providing any reasons to the controller. By lodging an objection, BTU will no longer use the customer's or traveler's personal detail for these purposes in future.
7	Legal basis of data processing <ul style="list-style-type: none"> Consent 	Additional service: The controller explicitly solicits the customer's and traveler's consent for individual services (electronic newsletter, transfer of the data into the marketing system). This consent can be revoked at any time with future effect.
8	Description of the (over-riding) legitimate interests for the purposes of direct advertisement:	BTU also processes customer and traveler's data (however, not the data of children or special categories personal data within the meaning of Art. 9 GDPR ("sensitive data")) to use said data for the purposes of direct advertisement for (further) products of companies affiliated with BTU (see also Point 8.). Messages for this purpose can be sent via the website, mobile applications (customer portal) or by e-mail. BTU has a legitimate interest in processing personal data for the purposes of direct advertisement (Recital 47, last section of GDPR). This solely involves the processing of customer data in the possession of BTU from the contractual relationship and for which the retention period still applies.

³ Direct advertisement is any direct addressing of data subjects for advertising purposes, such as for sending letters or brochures, as well as telephone calls or electronic messages.

		<p>This does not involve an extension to the retention period.</p> <p>The primary goal of data processing is acquiring customers with the objective of bringing them into a (preliminary) contractual relationship and retaining them as customers. BTU relies on its constitutionally protected freedom of running a business (Art. 6 StGG (Austrian Constitution)) and freedom of communication (particularly Art. 10 ECHR, which also protects advertising measures), and on those rights</p> <ul style="list-style-type: none"> • To send postal advertisement; • To make advertising calls following consent; • To send electronic mail following consent; • To send electronic mail in accordance with Section 107 Para. 3 of the Telecommunication Act (TKG); <p>BTU complies with legal, communication-related requirements while using this data, particularly those of Section 107 TKG.</p>	
	Data processing within the group:	<p>BTU is part of a corporate group. BTU uses group-affiliated companies on a collaborative basis to fulfil its extensive obligations (processing bookings via a central booking system, payment systems, marketing, accounting, etc.). BTU has a legitimate interest therein (Recital 48 of GDPR).</p> <p>This particularly relates to the management of booking data from all group-affiliated companies performed via a central booking system. This database is maintained by BTU; data is saved and managed centrally. Units of group-affiliated companies have access to this database or personal data only for the purposes of contractual and legal fulfilment as well as to protect legitimate interests. These units have a contractual obligation to observe all applicable legal conditions for data protection.</p>	
	IT security	<p>BTU saves the IP addresses of its customers for a period of 7 days in order to defend against targeted attacks in the form of overloading servers (denial of service attacks) and other damage to systems. BTU has a legitimate interest in this form of data processing for the purposes of maintaining the functionality of its services provided online (Recital 49 of GDPR).</p>	
9	Analyses of personal aspects of the customer ("profiling")	Type	Description
		"Gathering and storing"	BTU stores customer activities (e.g. travel data, flight data, travel destinations, information concerning the organization of congresses, events and group travels, complaints, special services, personal preferences, response to offers etc.) to enable optimal customer care and to ensure relevant and targeted measures can be used to improve satisfaction and customer retention, and to adjust the service on an individual basis.
		"Analysis of personal interests"	BTU stores customer behavior, special services, personal preferences, and thus deduces specific personal interests in order to prevent dispersion losses (and to minimize data processing operations) when playing advertising content and within direct marketing. BTU uses these analyzed interests in order to communicate targeted, interest-specific offers and advertising to customers and thus prevent dispersion loss in advertising.
10	Objecting to "profiling":	<p>The customer and the traveler can object to the use of their personal data for the purposes of profiling at any time without providing any reasons to the controller. By lodging an objection, BTU will no longer use the customer's personal data for the purpose of profiling in future.</p>	

11	Obligation to providedata	Customers are under no obligation to provide data except to fulfil legal-reporting obligations. Without the provision of data the contracted ser-vices cannot be provided.																														
12	Automated deci-sion-making	The customer is not subject to <u>any</u> automated decision that has a legal effect upon them.																														
13	Types of data pro-cessed	<p>The processed customer data are stored in a customer database after a master data collection, or by direct entry of the data by the customers or the traveler in a profile. This serves the management of the data to carry out the bookings and provide the contractual service.</p> <table border="1"> <tr> <td>Disclosed mandatorily by thecustomer, traveler or a customer related third party (e.g. Com-pany travel manage-ment)</td> <td>Gathered by BTU additionally</td> </tr> <tr> <td>Personal data according to passport data (first and last name, maiden name, academictitles, date of birth)</td> <td>Origin of data provided</td> </tr> <tr> <td>Gender (f,m,d)</td> <td>Additional services used</td> </tr> <tr> <td>Contact details (Ad-dress(es), Telephone, Email address(es))</td> <td>Preferences (e.g. eating/dietary habits)</td> </tr> <tr> <td>Passenger booking-code</td> <td>Claims, complaints</td> </tr> <tr> <td>Employer, additional ad-ministrative data (cost center, office phone num-ber, company e-mail, booking person)</td> <td>Travel agency details</td> </tr> <tr> <td>Booking data (booking, ticketissue, scheduled departure-arrival time)</td> <td>Clerk</td> </tr> <tr> <td>Flight ticket data (Flight ticket number, issue date, single flight,tariff display)</td> <td>Status of passenger travel (Travelcon-firmation, Check-in status, no show flights)</td> </tr> <tr> <td>Nationality</td> <td>Split and shared passenger data</td> </tr> <tr> <td>Adress(es)</td> <td>Seat number, other seat information</td> </tr> <tr> <td>Accompanying person</td> <td>Code-Sharing data</td> </tr> <tr> <td>Children</td> <td></td> </tr> <tr> <td>Age of children</td> <td>Number an name(s) of fellow travel-er(s) as part of passenger data</td> </tr> <tr> <td>Other personal prefer-ences for the journey</td> <td>Accompanying airport personnel onarri-val/departure</td> </tr> <tr> <td>Possibly gathered addi-tionaldata (Advanced Passenger Information Data)⁴</td> <td>IP-addresses (Logfiles)</td> </tr> </table>	Disclosed mandatorily by thecustomer, traveler or a customer related third party (e.g. Com-pany travel manage-ment)	Gathered by BTU additionally	Personal data according to passport data (first and last name, maiden name, academictitles, date of birth)	Origin of data provided	Gender (f,m,d)	Additional services used	Contact details (Ad-dress(es), Telephone, Email address(es))	Preferences (e.g. eating/dietary habits)	Passenger booking-code	Claims, complaints	Employer, additional ad-ministrative data (cost center, office phone num-ber, company e-mail, booking person)	Travel agency details	Booking data (booking, ticketissue, scheduled departure-arrival time)	Clerk	Flight ticket data (Flight ticket number, issue date, single flight,tariff display)	Status of passenger travel (Travelcon-firmation, Check-in status, no show flights)	Nationality	Split and shared passenger data	Adress(es)	Seat number, other seat information	Accompanying person	Code-Sharing data	Children		Age of children	Number an name(s) of fellow travel-er(s) as part of passenger data	Other personal prefer-ences for the journey	Accompanying airport personnel onarri-val/departure	Possibly gathered addi-tionaldata (Advanced Passenger Information Data)⁴	IP-addresses (Logfiles)
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⁴ Advance Passenger information data will only be gathered if necessary because of special immigration regulations (e.g. immigration USA).

		Type, number, issuing country, expiry date of identity documents	End device data (device ID)
		Nationality	Browser used
		Sex	Usage behavior (website, mobile applications), sometimes through the use of cookies and similar technologies Browser used
		Airline company	
		Day time of departure and arrival, airport of departure and arrival	
		Payment information (credit card details, including expiry dates, other information) including invoice address	
		Total route of travel	
		Driver license data	
		Frequent flyer data, Memberships Frequent Flyer Programs, Car Rental Memberships, Hotel Club - Memberships	
		Data of unaccompanied minors (under 18 years of age)	
		Languages, name and contact details of accompanying person at departure/arrival	
		Travel data	
		Place of arrival and departure, name of the service provider (e.g. airline, hotel, car rental company), other information required to complete the booking.	<u>Railway information:</u> ÖBB Card Nr. ÖBB Austria Card Nr. ÖAMTC Membership Nr. DB Railcard Booking class, Seat reservations
		Specific information with regard to seating preferences, accessibility, meal requests, other services requested.	
14	Processed data from website visitors	IP address of the requesting computer	Internet page from which the access is made
		Date and time of access	Message whether retrieval was successful
		Name and URL of the retrieved file	Recognition data of the browser / operating system
		Transferred amount of data	Logfiles

	Retention Period / Deletion of data	A transfer of this data does not take place. The data is only collected in the context of the visit to the website and deleted after 30 days at the latest.	
15	Processed data from users of the mobile web applications	Name	Bookings, Booking data
		E-Mail address	Travel itinerary
		Telephone number	Data according to clause 14, insofar necessary to proceed with booking
		Registration data	
	Retention Period / Deletion of data	The legal basis for the processing of this data, which was voluntarily disclosed during registration, is the consent of the user. Otherwise, Art 6 b GDPR, the need for contract performance serves as the legal basis. The deletion of the data takes place as described in point 19.	
16	Customer data types processed in the customer database (CRM)	Email delivery	Contact information (name, email address)
		User behavior (Openings)	Browser information (Chrome, Edge)
		Click behavior with links	Operating system information (Windows, Apple)
		Completing of built-in forms	Timestamp/ Date of Reading/Clicking/Location
17	External recipients of data	Receiver	Data category
	<ul style="list-style-type: none"> Service Provider 	Service providers (by category) Transportation companies (air, rail, bus, cab) Hotel companies Car rental companies Marketing agencies Gastronomy companies	Types of data according to pt. 12., if necessary for the provision of the contractual service (processing of reservations, issuance of tickets, credit card processing, travel-related services, etc.).
	<ul style="list-style-type: none"> Ticket distribution systems - External booking platforms (GDS) 	AMADEUS IT GROUP, S.A. Calle Salvador de Madariaga, 1, 28027 Madrid Travelport Austria GmbH, Lasallestraße 7a, 1020 Vienna	Types of data according to pt. 12., if necessary for the provision of the contractual service (processing of reservations, issuance of tickets, credit card processing, travel-related services, etc.).
	<ul style="list-style-type: none"> Affiliated companies 	Raiffeisen Unternehmensservice GmbH, Europaplatz 1, 4020 Linz	Billing and accounting data, payment information
		Herburger Business Travel GmbH Schwefel 25a, A-6850 Dornbirn	Types of data according to point 12 when taking over the processing of the contract at the customer's request
		AX Travel Management GmbH Stella-Klein-Löw Weg 13 1020 Vienna	Types of data according to point 12 when taking over the processing of the contract at the customer's request

	<ul style="list-style-type: none"> • Cost bearer 	Employer or other sponsor of the traveler's expenses	Travel expenses Service provider (hotel, transport company) Travel dates (date, duration of the trip) Name of the traveler Profildata of traveler – if necessary to fulfill contractual obligations towards the cost bearer as well as for the execution of the contract.		
	<ul style="list-style-type: none"> • Social-Plugins, Analyse-tools, Cookies 	Plausible - Analytics Plausible Insights OÜ Västriku tn 2, 50403, Tartu, Estonia Registration number 14709274 https://plausible.io/data-policy	Anonymized IP address, name of website, browser-specific information, information on website use		
<p>„Social-plugins“: BTU itself does not collect any personal data via "social plug-ins" and their use. However, it is possible that personal data about visitors to the BTU website is collected via the plug-ins, transmitted to the respective service and linked to the visitor's respective service. To prevent data from being transmitted to the service providers in the USA without the user's knowledge, BTU uses the so-called "Shariff solution" on its website. This has the effect that the plug-ins are initially only integrated as a graphic. The graphic contains a link to the website of the respective provider, and the user is only redirected to the provider's service when he or she clicks on it. This prevents personal data from being automatically forwarded to the plug-in provider when the BTU's website is visited. Data can only be transmitted when the graphic is clicked. By clicking, the respective service provider receives the information that the user has visited the respective page of the BTU's online offering. You do not have to be logged in to the respective provider or have a user account for this. If you have such an account, the data collected by the plug-in provider can be directly assigned to your account there. We have no influence on whether and to what extent the service provider collects personal data. The scope, purpose and storage periods as well as the further processing and use of the data there are not known to us. This information and information on your data protection rights and setting options can be found in the data protection information directly from the website of the respective service</p>					
<p>Data: IP-address, URLs, cookies and data on browser settings</p>					
<p>„Social-plugins“:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>Meta Platforms Ireland Limited 4 Grand Canal Square Grand Canal Harbour Dublin 2, Ireland</p> <p>Twitter Inc., 1355 Market Street, Suite 900, San Francis-co, CA 94103, USA</p> <p>Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025,USA;</p> </td> <td style="width: 50%; vertical-align: top;"> <p>https://www.facebook.com/help/186325668085084</p> <p>https://twitter.com/de/privacy</p> <p>https://privacycenter.instagram.com/policy</p> </td> </tr> </table>				<p>Meta Platforms Ireland Limited 4 Grand Canal Square Grand Canal Harbour Dublin 2, Ireland</p> <p>Twitter Inc., 1355 Market Street, Suite 900, San Francis-co, CA 94103, USA</p> <p>Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025,USA;</p>	<p>https://www.facebook.com/help/186325668085084</p> <p>https://twitter.com/de/privacy</p> <p>https://privacycenter.instagram.com/policy</p>
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		YouTube LLC, headquarter in 901 Cherry Avenue, San Bruno, CA 94066, USA – represented by Google, Mountain View, CA 94043, USA. by Google Inc. head-quartered in 1600 Amphitheatre Parkway,	https://policies.google.com/privacy	
18	External data recipients	Categories of external commercial services providers		
		TBTU consultants/accountants		
		Lawyers		
		Banks and payment service providers, insurance companies		
		Collection agencies		
		Telecommunication providers		
		External accounting platforms; booking agents		
		Airline companies		
		Car rental companies		
		Hotel business companies		
		Travel compensation companies		
		Authorities in connection with residence permits		
		IT-Service Providers, Web-Application Provider		
		Contact can be made with all group companies and commissioned data processors via BTU for all data protection queries.		
19	Transfer to third countries (outside EU/EEA)	"Social plug-ins": The following data will be transmitted to countries outside the EU in the course of data processing after consent has been given or the graphic button of the service provider has been clicked (item 14):		
		Country	Application	Types of data
		USA	Twitter, YouTube, Instagram, Facebook	Social plug-ins and Pixel: IP address, name of website, browser-specific information, information on website use without opt-in / Shariff – Solution acc. Clause 17
		Data processing to third states outside EU (Data transfer to service providers, external international booking platforms – GDS) due to request of global travel management will. Data transfers will only take according to the regulations stated in Chapter V GDPR, eg necessity to perform the contractual requirement or otherwise suitable guarantees have been provided to ensure data protection (e.g., conclusion of standard data protection clauses) are fulfilled. However, the recipients of the data may be located in countries where the level of data protection guaranteed by law may be lower and the ability to enforce data subjects' rights may be limited.		
20	Hyperlinks to other Websites	Our website also contains so-called hyperlinks to websites of other providers. When activating hyperlinks, you will be redirected from our website directly to the website(s) of other providers. You will recognize this by the change of URL. We cannot accept any responsibility for the confidential handling of your data on these third-party websites, as we have no influence on whether these companies comply with data protection regulations. Please refer to the websites of the other providers for more information.		

21	Retention period	<p>Due to the legal bases mentioned above, BTU generally continues to process guest data for an additional 40 months following the end of the agreement (= 36 months for potential contractual damage claims + 4 months to file suit) in a manner which is personally identifiable, and thereafter deletes the data (or at least the data which allows reference to be drawn to the data subject's identity). Personally-identifiable processing of invoice data is then performed until the statutory retention,</p> <p>Termination of the contract shall be deemed to be termination of the contract for cooperation with the customer. The contractual relationship shall also be deemed terminated if a customer has not used the services of BTU for the persons covered by the contract for more than 2 years.</p>	
22	Data subject rights	Legal basis	Content
		Art. 15 GDPR "Right of access"	The customer has the right to obtain confirmation as to whether their personal data is being processed.
		Art. 16 GDPR "Right to Rectification"	The customer has the right to have inaccurate or incomplete personal data rectified.
		Art. 17 GDPR "Right to erasure"	The customer has the right to demand the erasure of personal data without undue delay where one of the grounds stated under Art. 17 Para. 1 GDPR applies.
		Art. 18 GDPR "the right to restrict processing"	The customer has the right to demand that the processing of personal data is restricted where one of the grounds stated under Art. 18 Para. 1 GDPR applies.
		Art 21 GDPR "the right to object"	<p>Objecting to profiling: the customer has the right to lodge an objection at any time to the processing of their personal data for the purposes of profiling.</p> <p>Objecting to direct advertisement: the customer has the right to lodge an objection at any time to the processing of their personal data for the purposes of direct advertisement.</p>
		Art 20 GDPR "the right to data portability"	The customer has the right to receive their personal data in a structured, commonly used and machine-readable format.
23	Right to lodge a complaint	Art 77 DSGVO § 24 DSG	Every customer has the right to lodge a complaint with a supervisory authority if they consider that the processing of personal data relating to them infringes this regulation.
24	Supervisory authority	<p>Austrian Data Protection Authority Barichgasse 40-42, 1030 Vienna, Austria Telephone: +43 1 52 152-0 Email: dsb@dsb.gv.at Website: www.dsb.gv.at</p>	
25	Status	December 2022	
<p>Notice to ATPI and GlobalStar Customers, GBT Business and Meetings & Events Travelers: For employees, travelers, meeting attendees of a corporate customer of ADVANCED TRAVEL PARTNERS (UK) LIMITED ("ATPI"), GlobalStar Travel Management Ltd ("GlobalStar"), American Express Global Business Travel ("GBT"), BTU acts as a processor with regard to the processing of personal data. The present data protection information is not applicable to this group of persons; the processing of personal data is subject to the data protection declaration of ATPI at www.atpi.com/en/about/privacy, GlobalStar at https://globalstartravel.com/privacy-notice, GBT https://privacy.amexgbt.com/de/statement. Data subject rights are to be exercised vis-à-vis ATPI, GlobalStar or GBT as data controllers at the contact details stated there.</p>			

NOTICE: This Data Protection Information is a translation of the German Data Protection Information of BTU into English language. In the event of interpretation difficulties, misunderstandings or loopholes, etc., the current German version of the GTC shall take precedence.



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