

# TripSafe Data Privacy

TripSafe only collects personal information to provide a better website experience. **By default, TripSafe does not share or sell any personal information.**

We keep your information safe. We'll only ever collect and use information in ways that are described in this policy. We will never sell your personal data and we will keep your personal data secure and confidential.

## 1. SUMMARY

This privacy policy sets out how we use and protect any personal data that you give us or that we collect when you use this website. This policy is limited to the information which we collect and use about you.

We will never misuse or sell your data to anyone. We will never share your data without your express permission. We will ensure any data we hold is stored securely. Should we ask you to provide personal data when using our services, then be assured that it will only be used in accordance with this privacy policy.

We may change this policy from time to time by updating this page and you should check this page to ensure that you are happy with any changes. This policy is effective from 9 April 2021.

## 2. WHO WE ARE

We are TripSafe (EliteVoyage s.r.o., Národní 135/14, 110 00 Prague 1, Czech Republic). We are the “controllers” of any personal data you provide us through the website.

## 3. INFORMATION WE COLLECT

The data we collect through cookies on our website is anonymous and aggregated.

We collect and use (“**process**”) your personal data when you register with us. We also collect information on where you are travelling from in order to provide you with personalised travel information.

**3.1 Information you give us.** This includes your name and contact information, where you are travelling from and where you want to travel to, as well any other information you voluntarily give us, details such as your username when you interact with us on social media. This also includes “user content”, including reviews, media and other content you submit to TripSafe.

**3.2 Information we collect about you.** We may automatically collect information about how you use our site. This information is anonymous. This includes browsing information (including the manner in which you navigate our website), referral information, search history, the domain and IP address that your computer uses to connect to the internet, information about your computer or device, browser type, operating system, internet connection, and referral information.

**3.3. Information provided to us by or collected from third parties.** Google Analytics provides us with information about your visit to our website. This covers session information, length of visits, repeat visits, page interaction information (such as clicks and mouse movements), and search terms which lead you to our website.

## 4. WHAT WE DO WITH YOUR INFORMATION

We only use your information where you've given your consent and it's necessary to deliver the services you've requested. We will only use your personal data if one of the following conditions:

- Where your express consent has been provided for us to provide you with marketing information
- Compliance with legal obligations which apply to us

Under these conditions we may use information held about you in the following ways:

- Contacting you with messages, notifications or alerts that are necessary in order to deliver the services requested;
- Responding to communications you have sent us;
- Displaying reviews, images and any other content and media you submit to TripSafe or upload to the TripSafe platform, and providing you with the tools to manage and delete this content;
- We will use cookies and similar technologies to remember your preferences, and may also personalise your experience by highlighting or recommending certain information or travel options that we believe are relevant to you based on your search history;
- If you have asked us to send you newsletters or other marketing communications, we may tailor the timings or content of these to reflect what we believe will be of most interest to you;
- to comply with regulatory requirements and requests for information received from regulators and competent authorities;
- to maintain and improve the integrity and security of our systems and data;

## 5. WHO ELSE MAY SEE YOUR DATA

We may share your information, only to the extent that such sharing is necessary for achieving the purposes listed above with the following third parties:

- **Data analytics service providers**, including Google (using Google Analytics).
- **Law enforcement or fraud prevention agencies**, as well as our legal advisers, courts and any other authorised bodies

## 6. HOW DO WE KEEP YOUR PERSONAL DATA SECURE?

Data security is important to us. We are committed to ensuring information we collect from you is secure. In order to prevent unauthorised access or disclosure, we have put in place physical, electronic and managerial procedures to safeguard and secure the information we collect online and offline.

Unfortunately, no website or app can guarantee complete security but we have created an organisation-wide security programme designed to keep your personal data as safe as possible. It uses a range of technical, organisational and administrative security measures and best-practice techniques, depending on the type of data being processed. For example, the computer systems we use to store your

data have access limitations and we use HTTPS encryption to protect your personal data when we transfer it across the internet.

## **7. WHERE WE STORE YOUR DATA**

We store the information we collect from you on secure servers in various locations, depending on where you are in the world when you access our site. These servers are provided by third parties acting under our instruction.

## **8. HOW LONG DO WE STORE YOUR PERSONAL DATA?**

We only keep your data for as long as we need it, or are required to for legal reasons. We'll then either delete it or anonymise it so it doesn't identify you. We treat data differently depending on what it's used for, but you can ask us to delete your personal data at any time.

If you have an account with us, we will keep personal data such as your email address, name and other details so you can log in and access our services for as long as you have an account. We may also delete User Content, which may include personal data, in accordance with our terms of service and community guidelines.

## **9. WE USE COOKIES AND SIMILAR TECHNOLOGIES**

When you visit any website it may store or retrieve information on your browser, mostly in the form of cookies. This information might be about you and your preferences. It is mostly used to make the website work as you expect it to. This information does not usually directly identify you, but it can give you a more personalised website experience.

We respect your right to privacy. Our website only stores strictly necessary and performance cookies that are essential for our website to function. They do not store any personally identifiable information and cannot be switched off.

We do not store any functional cookies or targeting cookies. Functional cookies are usually added to a website by third party providers. Targeting cookies are typically set up via advertising partners to build a profile of your interests and show relevant adverts. On most websites you can choose to switch off functional and targeting cookies. We do not allow functional or targeting cookies on our site.

## **10. YOUR RIGHTS**

You have a number of rights under data protection law in relation to the way we process your personal data. These are set out below. You may contact us using the details below to exercise any of these rights, and we will respond to any request received from you without undue delay and within one month from the date of the request.

If you would like to exercise your rights, please contact our Data Manager by email on [dataprotection@tripsafe.io](mailto:dataprotection@tripsafe.io)

You can also change your details and preferences by logging on and updating your profile, subscription details and other personal information on our website.

### **Right to access**

A right to access personal data held by us about you.

### **Right to rectification**

A right to require us to rectify any inaccurate personal data held by us about you.

### **Right to erasure**

A right to require us to erase personal data held by us about you.

### **Right to restriction of processing**

In certain circumstances, a right to restrict our processing of personal data held by us about you.

### **Right to data portability**

In certain circumstances, a right to receive personal data, which you have provided to us, in a structured, commonly used and machine readable format. You also have the right to require us to transfer this personal data to another organisation, at your request.

### **Right to object**

You have a right to object to our processing of personal data held by us about you where the processing of such data is necessary for the purposes of our legitimate interests, unless we are able to demonstrate, on balance, legitimate grounds for continuing to process personal data which override your rights or which are for the establishment, exercise or defence of legal claims.

You also have an absolute right to object to the sending of marketing information. All marketing information is opt in, so we require your permission to send such communication.

### **Right to withdrawal of consent**

When we rely on your consent to process personal data, you may withdraw your consent at any time. This will not affect the validity of anything we have done before you withdraw your consent but we will promptly cease the data processing to which the withdrawn consent relates.

The above is only a summary of your rights as a data subject. These rights are subject to various conditions and exceptions which are provided for by law.

## **11. QUESTIONS AND HOW YOU CAN CONTACT US**

We are TripSafe.io (EliteVoyage s.r.o., Národní 135/14, 110 00 Prague 1, Czech Republic)

You can contact us with any questions relating to data protection by emailing [dataprotection@tripsafe.io](mailto:dataprotection@tripsafe.io)