

## DATA PROTECTION

### PRIVACY POLICY ROADMASTERS MOTO TOURS – RHINO TOURS

We do everything to ensure that you have an unforgettable holiday. Responsible handling of the personal data you share with us is an important part of it. We want to convince you that your data is safe with us and that you know how we use the data.

Your privacy is important to us, so please take the time to read our privacy notice. This explains:

- what types of personal data we collect and why we collect them,
- when and how we may share personal data with other organizations,

When you register for our services, you may be sending us:

- Your personal details, such as your name, address, email address, telephone number and date of birth.

If you book travel or other products from our offers, we collect data for the fulfilment of your contract with us:

- Your personal details, such as your name, address, email address, telephone number and date of birth,
- If you have, the personal details of your fellow travellers,
- Payment data (e.g. credit card data, account information, billing address),
- Your booked products or services.

If you surf our website, we may collect:

- Travel preferences,
- Information about your surfing behaviour on our website
- Information about when you click on one of our advertisements, including those shown on other organizations' websites,
- Information about how you access our digital services, including operating system, IP address, online identifiers and browser details,
- social preferences, interests and activities.

If you book our trips with us in the office or on our website, we may collect:

- Information about the traveller, passport details, other ID information,
- Insurance data,
- relevant medical data as well as any special, dietary requests or other requirements for religious reasons and reasons for physical impairment,
- Information about your purchases, e.g. what you bought, when and where you bought it, how you paid, and credit or other payment information,

If you contact us or we contact you or if you participate in promotions, competitions, surveys about our services, we may collect:

- Personal information that you provide when you contact us, by email, post, phone or via social media, such as: your name, username and contact details,
- Details of emails and other digital communications that we send to you and that you open, including any links therein that you click
- Your feedback and your contributions to customer surveys.
- Other sources of personal data

We may use personal data from other sources, e.g. from companies that provide information and data, trading partners and from public registers.

Your insurance company, its representatives and medical employees may exchange relevant personal data and special categories of personal data with us, under circumstances in which we / they have to act on your behalf or in the interest of other customers or in an emergency.

If you log in with your login data from a social network to connect to our platforms and online services such as to connect Facebook, Google+ or Twitter, you consent to share your user data with us. For example, your name, email address, date of birth, location and other information that you would like to share with us.

Personal data about other people that you transmit to us

We use personal data you have provided about other people, e.g. more information on your booking.

By submitting other people's personal data, you have to be sure that they agree and that you are allowed to transmit the data. If necessary, you should also ensure that these people know how we can use their personal data.

## USE OF YOUR PERSONAL DATA

We use your personal data in a variety of ways, as explained below.

To provide products and services that you request

- We have to process your personal data so that we can manage your account or your booking, provide you with the desired products and services and help you with orders and any reimbursements that may be required.

To manage and improve our products, services and everyday operations

- We use personal data to manage and improve our products, websites, mobile apps, customer loyalty or customer recognition programs and other services.
- We monitor how our services are used to protect your personal information and to identify and prevent fraud, other criminal offenses and misuse of services. This helps us to ensure that you can use our services safely.
- We may use personal information to respond to and manage security incidents, disruptions, or other similar occurrences. This can be of a medical or insurance-related nature.

- We may use personal data to conduct market research and internal further developments and to develop and improve our product range, services, IT systems, security, know-how and the methods of our communication with you.

To contact and interact with you

- We want to look after you even better as a customer. If you contact us, for example by email, post, telephone or social media, we may use personal data to do your best and as quickly as possible.
- We need to process your personal information in order to manage promotions and competitions in which you choose to participate. These include those that we organize together with our suppliers and trading partners. For example, if you win a prize.
- We would like to invite you to take part in customer surveys and other market research activities carried out by other organizations for your benefit.

In order to help us understand you better as a customer and be able to provide you with services and marketing communications (including online advertising tailored to your interests), we may use the personal information we collect when you make purchases in a shop, combine them with personal data collected through our websites and other sources.

We do not sell your personal data to third parties.

#### MARKETING MEASURES WITH YOUR CONSENT

From time to time we would like to send you offers and news about our products and services in various ways, such as: by email, by post, by messenger or by phone. You can revoke your consent for marketing communication at any time, whether online by email, or on the phone.

However, you would still receive service-related communications from us if necessary. For example, confirmations of bookings that you make with us and important information about the use of our products and services.

#### PRODUCT RECOMMENDATIONS BY EMAIL

As our customer, you will occasionally receive product recommendations from us by email. You will receive these product recommendations from us regardless of whether you have subscribed to a newsletter or have consented to marketing communications by email. In this way, we want to send you information about products from our range that may interest you based on your last purchases from us. We strictly follow the legal requirements. If you no longer wish to receive product recommendations from us by email, you can object to this at any time. A text message e.g. e-mail, letter is sufficient for this.

#### MARKET RESEARCH

Your opinion is important to us. To improve our products and services, we may contact you for market research purposes. You always have the choice of whether you want to participate in our market research.

#### SHARING PERSONAL DATA WITH SUPPLIERS AND TRADING PARTNERS

In order to provide the products and services you want, we need to share personal information about your booked travel services with providers, including airlines, hotels and transport and motorbike rental companies.

We also work with carefully selected providers who perform certain functions for you. For example, with companies that help us with IT services, data storage and linking, marketing, market research, processing payment transactions and the provision of products and services.

We may need to share personal information in order to protect or defend our legal rights; this includes the transfer of personal data to third parties, e.g.: Prevent fraud and reduce the risk of non-payment.

If we have to share personal data with other organizations, we require them to keep the data safe. They are not allowed to use your personal data for your own marketing purposes.

If we have to share personal data with other organizations, we only share the minimum of personal data that enables our suppliers and trading partners to provide their services for you and us.

#### SHARING PERSONAL DATA WITH GOVERNMENT AGENCIES

In order for you to be able to travel, it is partly compulsory (legally required by authorities at the respective point of origin and / or destination) to disclose and process your personal data for the purposes of immigration, border control, security and counter-terrorism or other purposes that have been specified as appropriate.

Some countries only issue a travel authorization if you provide your extended passenger information. These requirements may vary depending on your destination and we recommend that you check this in individual cases. We are happy to support you, even if it is not mandatory.

We may share the necessary minimum of personal data with other authorities if the law obliges us to do so or if we are legally permitted to do so.

#### PROTECTION OF YOUR PERSONAL DATA

We know how important it is to protect and manage your personal data accordingly. We take appropriate security measures to help protect your personal information from accidental loss and from unauthorized access, use, modification and disclosure.

The personal data that we collect from you may also be transferred to a destination outside the European Union (EU) and stored there. They may also be processed by companies operating outside the EU who work for us or one of our suppliers. We take appropriate precautions to ensure that your personal information remains adequately protected and that it is treated in accordance with this privacy notice. These safeguards include, among other things, corresponding contractual clauses, e.g. standard contractual clauses approved by the European Commission, as well as appropriate security measures.

## STORAGE OF DATA

We only store your personal data for as long as it is necessary for the purposes set out in this data protection notice and/or to comply with statutory retention requirements. After this period, we will securely delete personal data. If data is required for analytical, historical or other legitimate business purposes after this period, we will take appropriate measures to anonymize this data.

## ABOUT COOKIES AND SIMILAR TECHNOLOGIES

Cookies are small data files that allow a website to collect and store a range of data on your desktop computer, laptop or mobile device. Cookies help us to provide important features and functionalities on our websites and mobile apps and we use them to improve your customer experience.

## SOCIAL MEDIA FEATURES

Our websites may contain features of social media such as Facebook, YouTube, Instagram, Twitter, Google+ or Pinterest, which have their own data protection information.

We use the following plug-ins on our websites: Facebook, YouTube, Instagram. If you do not want social networks to collect data about you via active plug-ins, you can select the "Block third-party cookies" function in your browser settings. Then the browser does not send cookies to the server for embedded content from other providers. With this setting, however, other cross-page functions may no longer work in addition to the plug-ins.

If these plug-ins are activated, your browser will establish a direct connection with the servers of the respective social network as soon as you call up a website on our website. The content of the plug-in is transmitted directly from the social network to your browser, which integrates it into the website. By integrating the plug-ins, the social network receives the information that you have accessed the corresponding page of our website. If you are logged in to the social network, this can assign the visit to your account. If you interact with the plug-ins, for example by pressing the Facebook "Like" button or leaving a comment, the corresponding information is transmitted from your browser directly to the social network and saved there. The purpose and scope of the data collection and the further processing and use of the data by social networks as well as your rights and setting options for protecting your privacy can be found in the data protection information of the respective networks or websites.

Even if you are not logged in to social networks, websites with active social plug-ins can send data to the networks. An active plug-in sets a cookie with an identifier each time the website is accessed. Since your browser creates a profile with every connection to a network server, which websites the user belonging to the identifier has accessed. It would be possible to assign this identifier to a person again when logging on to the social network later.

#### Integration of Facebook social plug-ins

Our website includes social plug-ins ("plug-ins") from the social network facebook.com, which is operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA ("Facebook"). The purpose and scope of the data collection and the further processing and use of the data by Facebook as well as your rights and setting options for protecting your privacy can be found in Facebook's data protection information: <http://www.facebook.com/policy.php> Block other Facebook social plug-ins with add-ons for your browser, e.g. with the "Facebook Blocker".

#### Integration of Instagram plug-ins

Plug-ins from the social network Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025, USA ("Instagram") are also integrated on this website. You can recognize the Instagram plug-in by the "Instagram button" on our website. If you click the "Instagram button" while you are logged into your Instagram account, you can link the content of our pages to your Instagram profile. This allows Instagram to associate your visit to our website with your user account. We would like to point out that we have no knowledge of the content of the transmitted data or their use by Instagram. For more information, see Instagram's privacy policy: [instagram.com/about/legal/privacy/](https://www.instagram.com/about/legal/privacy/).

#### Integration of Google Plus plug-ins

Our website includes social plug-ins ("plug-ins") from the Google Plus social network, which is operated by Google Inc., 1600 Amphitheater Parkway, Mountain View, CA 94043, United States ("Google"). For the purpose and scope of the data collection and the further processing and use of the data by Google Plus as well as your rights and settings options to protect your privacy, please refer to Google's data protection information: [www.google.com/intl/de/policies/privacy/](https://www.google.com/intl/de/policies/privacy/).

#### Integration of Twitter plug-ins

Our website may contain social plug-ins ("plug-ins") from the Twitter social network, which is operated by Twitter Inc. with its registered office at 795 Folsom St., Suite 600, San Francisco, CA 94107, USA ("Twitter"), involved. The purpose and scope of the data collection and the further processing and use of the data by Twitter as well as your rights and setting options for protecting your privacy can be found in Twitter's data protection information: [twitter.com/privacy](https://twitter.com/privacy).

#### Integration of Pinterest plug-ins

This website also may contain plug-ins from the social network Pinterest Inc., 635 High Street, Palo Alto, CA, 94301, USA ("Pinterest"). You can recognize the Pinterest plug-in by the "Pin it button" on our website. If you click the Pinterest "Pin it button" while you are logged into your Pinterest account, you can link the content of our pages to your Pinterest profile. This enables Pinterest to assign your visit to our website to your user account. We would like to point out that we have no

knowledge of the content of the transmitted data or their use by Pinterest. For more information, see Pinterest's privacy policy: [about.pinterest.com/de/privacy](https://about.pinterest.com/de/privacy).

## ACCESS AND UPDATE OF YOUR PERSONAL DATA; COMPLAINTS

You have the right to request a copy of the personal data that we store about you.

Please include details that help us identify and locate your personal information. If we can provide data access, we will do so free of charge unless additional copies are requested. In this case we may charge a reasonable fee based on the administrative costs.

We want to make sure that the personal data we store about you is correct and up to date. If information we hold about you is incorrect or changed meanwhile, please let us know.

You can also have your personal data corrected or deleted, object to the processing of your personal data and, if technically feasible, ask that personal data that you have transmitted to us should be passed on to another organization.

We will update or delete your data unless we need to keep it for legitimate business or legal purposes.

You can also contact us if you would like to complain about how we collect, store and use your personal information. It is our goal to provide the best possible remedy for your complaints. However, if you are not satisfied with our answer, you can also contact the local data protection authority.

Please note that we may ask you to confirm your identity before we process your request or complaint. We may also ask you for more information that will help us ensure that you have the right to make this request or complaint to us if you contact us on behalf of someone else.

If you have any questions, requests or comments about data protection, please email us.

## LEGAL BASIS FOR THE PROCESSING OF PERSONAL DATA

We only collect and use your personal data if at least one of the following conditions applies:

- We have your consent; e.g. Customer account: You give us permission to process your personal data when you register for a customer account.
- It is necessary to contact you or, if you wish, to take appropriate steps before entering into a contract; e.g. Provision of the products and services you have requested: We need to process your personal data so that we are able to manage your customer account or your booking, to be able to offer you the products and services that you want to buy and with you Help orders or any refunds.
- It is necessary to comply with a legal obligation; e.g. Sharing Personal Data with Authorities: In order for you to be able to travel, it may be mandatory (required by law to be the authorities of your origin and/or destination), your personal data for purposes of

immigration, border control, security and counter-terrorism, or other of those to disclose and process authorities as appropriately defined purposes.

- It is necessary to protect vital interests of you or other people; e.g. in an emergency: Your insurance company, its agents and medical staff may exchange relevant personal data and special types of personal data with us. This is the case, for example, when we or the above mentioned have to act on your behalf, in the interest of other customers or in an emergency.
- Processing is in the public interest or takes place in the exercise of public authority; e.g. Security measures: We may use personal information to implement security measures or to respond to disruptions or other similar events, including those that are medical and insurance related.
- It is in our or a third party legitimate interests unless your own interests or rights outweigh them. e.g. For example, to personalize your travel experience : We may use your personal information to better understand your interests so that we can try to predict which other products, services and information you may be most interested in. This enables us to tailor our communications to make them more relevant to you.

If we have to process special categories of personal data, for example health data for medical reasons, this will only take place if one or more additional requirements apply:

- we have your express consent;
- it is necessary to protect your vital interests or those of another person and you are not physically or legally able to give your consent;
- it is necessary to establish, assert or defend legal claims;
- it is necessary for reasons of considerable public interest.

#### CHANGES TO OUR PRIVACY POLICY

This data protection notice replaces all previous versions. We may change the notice at any time, so please check it regularly on our website(s) for any updates. If the changes are significant, we will provide a clearly recognizable message on our website(s). In addition, we will send an electronic notification of changes to our data protection information, if we consider it appropriate.

Last update: 2019