



PRIVACY STATEMENT

CORENDON INTERNATIONAL TRAVEL B.V.

1. WHO WE ARE

Corendon values your trust in our company. This privacy statement informs you about how we handle your personal data. In this privacy statement, references to “Corendon”, “we”, “us” or “ur” mean Corendon International Travel B.V., part of the Corendon Holiday Group, located at Schipholweg 335 A, 1171 PL in Badhoevedorp.

2. ABOUT THIS PRIVACY STATEMENT

This privacy statement applies to the processing of your personal data if you use www.corendon.nl, www.gofun.nl, www.byjune.nl, www.corendon.be, www.corendon.se, www.corendon.dk, www.corendon.de, the Corendon App, and/or our services. This statement explains what categories of personal data we process, why we do so, and with whom we may share your personal data.

By June and GOfun are trade names of Corendon and are therefore also covered by this privacy statement.

If you are looking for the privacy statement of **Corendon Dutch Airlines B.V.**, you can find it [here](#) .

If you are looking for the privacy statement of **Stip Reizen B.V.**, you can find it [here](#) .

Our processing operations comply with data protection laws and regulations, including for EU the General Data Protection Regulation (GDPR). When local laws impose stricter requirements, we ensure that these additional obligations are met. This means, among other things, that:

- We clearly state the purposes for which we process your personal data and what legal bases we rely upon;
- We collect no more personal data than necessary for these purposes;
- In cases where (explicit) consent is required, we will ask you for this consent;
- We will take appropriate technical and organisational measures to protect your personal data;
- We respect your rights with regard to your own personal data.



3. WHAT PERSONAL DATA WE COLLECT AND HOW

When you visit our website or use our app, we may process the following personal data:

- Your travel preferences;
- The composition of your travelling party;
- Information about your surfing behaviour on our websites and mobile apps;
- Information about when you click on one of our ads, even if it is on the websites of other organisations;
- Information about how you access our digital services, such as your operating system, IP address, online identifiers, and information from your browser;
- Your social preferences, interests, and activities;
- Information about your personal account. You may view and manage your data under 'settings'. You may change your data at any time.

When you conclude a travel agreement with us or purchase a product in the Corendon Webshop, we may process the following data:

- Name, address, telephone number, date of birth, and passport details;
- Your contact details, such as your telephone number and email address to send information in connection with your purchase;
- Any insurance details;
- Relevant medical data and any special wishes you have provided to us;
- Information about your purchases, such as what you bought, where and when you bought it, how you paid for it, and other payment information;
- Information about how you access our digital services, such as operating system, IP address, online identifiers, and information from your browser;
- We use personal data of others that you have provided, for example of the people that are on your booking because you are going on holiday together. If you provide the personal data of others, you must be sure that they agree to this and that you may provide these data. Also, if applicable, please make sure they understand how we may use their personal data.

When you contact us or vice versa, or in the context of promotions and services, we may process the

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following data:

- Personal data that you provide when you email us, send a letter, call us, or contact us via social media. These include data such as your name, username, telephone number, and (email) address;
- Our incoming and outgoing telephone calls may be recorded for complaint review and for quality and training purposes;
- Data from emails and other digital communications that we send you and that you open, such as the links that you click on;
- Your feedback and participation in customer surveys and questionnaires.

When a customer/passenger causes a nuisance and or misuses our services, we may process the following data:

- Data relating to the person or persons involved, such as name, date of birth, flight data;
- A description of the incident, the seriousness of the nuisance, and the safety measures taken;
- If applicable: a copy of the official report.

If you are a business relation of ours, we may process the following data:

- Contact information, such as name, email address, phone number, and job title.

Personal data we receive from other sources:

- We may also use personal data from other sources, such as from specialized companies providing information, from our partners, or from public registers;
- Your insurance company, their intermediaries, and medical staff may provide relevant personal data and exchange special categories of personal data with us if we/they have to act on your behalf, for example in an emergency or in the interest of other customers;
- If you log in via social networks such as Facebook, WhatsApp, or Twitter to access our platforms and online services, you give permission to share your user data with us. These are, for example, your name, email address, date of birth, location, and other information that you voluntarily share with us.



4. PURPOSES & LEGAL BASIS FOR PROCESSING PERSONAL DATA

We are happy to explain to you why we process your personal data and what legal basis we rely upon for doing so:

Purpose	Legal basis
<p>To provide travel services and products</p> <p>We need your personal data to manage your booking and to provide the products and services you would like to purchase from us such as via our Corendon website. Ook hebben we je gegevens nodig om betalingen te kunnen uitvoeren.</p>	<ul style="list-style-type: none">• To fulfil the agreement entered into with you or to take steps at your request before we conclude an agreement with you.• Compliance with a legal obligation as Corendon may be required by law to provide personal data to third parties, for example where government authorities so require at the point of departure or arrival. This is important for border control, immigration, security, anti-terrorism purposes, or for other purposes.
<p>For your 'My Corendon' account</p> <p>You can also create a 'My Corendon' account on corendon.de or in the Corendon app. Your personal data are necessary for the functionalities of your account. Here you can view and modify your personal profile and reservations.</p> <p>If you create an account and you register for it, we will send you our newsletter and/or personal offers or information about our products and services. You can change your (marketing) preferences in your account.</p> <p>Under 'settings' you can deactivate and delete your account by clicking on 'deactivate'.</p>	<ul style="list-style-type: none">• To fulfil the agreement entered into with you when you set-up your account.• Your consent, to send you our newsletter and/or personal offers or information about our products and services.

For the purposes of business operations and improving our services

Based on the personal data you give us, we try to improve our services and products. This may include our website, the app, and related products.

We also monitor the use of our products to protect your personal data, prevent fraud and abuse of our services.

We may use your personal data in security operations, accidents or similar incidents, and for medical and insurance purposes. In addition, we may use your personal data for market research and research and development at Corendon.

We are always working to develop and improve our product offering, our services, IT systems, security, knowledge, and the way we communicate with you.

We carry out surveys of the effectiveness of our services through static analysis. We use the information to provide insight into how our information and services contribute to the operating results. For example, we check whether the information and offers in newsletters are being responded to and which services are most in demand. The results of these surveys are reported on an aggregate basis and cannot be traced to individuals.

Corendon keeps a list of customers who have caused a nuisance or abused our services. Depending on the seriousness of the behaviour, we may exclude such customers from our services/flights for a certain period.

- Our legitimate interests to improve our services and products, to prevent fraud and abuse of our services, to obtain insight into our website and communications we send out. Another legitimate interest that arises is in case of legal or liability claims from the third party providers we engage as part of our service offering.

We will only rely on our legitimate interest when we can make sure that our legitimate interests are not overridden by your interest and fundamental rights.

- Necessary in order to protect your vital interests in case of emergencies/disasters in your holiday location.

<p>Marketing communication</p> <p>If you have stated in advance that you wish to receive marketing communications or have previously travelled with us, we will send you relevant travel offers or news about our services. You may change these settings at any time via the newsletter, our website, by telephone, or by email via privacy@corendon.nl. You will still be able to receive service messages from us in the context of your booking.</p>	<ul style="list-style-type: none"> • Your consent. • Our legitimate interests to send your marketing communications when you previously travelled with us.
<p>Personalisation of user experience</p> <p>If you signed up , you may see advertisements and other marketing communications from Corendon and our labels that are tailored to you. For example, because we look at your surfing behaviour using cookies, we can ensure that you see offers that match your interests. We try to predict what other products, services, and information you might be interested in and are, therefore, more relevant to you. Read more about cookies in our cookie statement on the website.</p> <p>If you have provided us with your consent, we also combine data we collect about you for profiling purposes. Please refer to the section "Profiling" for more information.</p> <p>If you prefer not to receive personalised information from us, you may always submit your preferences online in your account, by telephone, in writing (via privacy@corendon.nl), or by unsubscribing from the newsletter. We will then adjust your preferences as soon as possible.</p>	<ul style="list-style-type: none"> • Your consent via our cookie banner or when you opt-in for newsletters. • Our legitimate interests when you previously travelled with us.
<p>To contact you</p> <p>We use your personal data when you contact us, for example by email, post, telephone, or social media. We can also contact you in the context of</p>	<ul style="list-style-type: none"> • To fulfil the agreement entered into with you or to take steps at your request before we conclude an agreement with you.

<p>your booked trip, such as service messages (no marketing).</p>	<ul style="list-style-type: none"> • Your consent. • Our legitimate interests to contact you when necessary.
<p>Maintaining customer relationship We may process your personal data to send our customers a small gift or thank you in the context of our customer relationship.</p>	<p>The legitimate interest in the context of our (existing) customer relationship.</p>
<p>Recruitment and selection If you apply for one of our vacancies, we will process the information you provide us in order to decide whether or not we will invite you for an interview and to decide whether we will offer you a job. You can find more information about how we process your data in the context of recruitment at werkenbijcorendon.nl/privacy-verklaring.</p>	<ul style="list-style-type: none"> • To fulfil the agreement entered into with you or to take steps at your request before we conclude an agreement with you. • Your consent if you want to be included in our talent data base • Our legitimate interests to improve our recruitment and selection process based on analyses on aggregate data
<p>Special personal data We process medical or other special data only in those situations where necessary and explicitly permitted under the GDPR. For example, if we have your express consent, if it is necessary to protect your vital interests or those of someone else, and you are physically or legally incapable of giving consent, if it is necessary to file, exercise, or defend legal claims, or for reasons of substantial public interest.</p>	
<p>Children's Personal Data Our services are not directed to children under the age of 16 and we will not process their data unless it is provided by (and with the consent of) a parent or guardian. The cases in which we need to process the personal data of children under the age of 16 are: as part of a booking, the purchase of other travel-related services or in other exceptional circumstances (such as special products aimed at families on the trip).</p> <p>If we become aware that we have processed information from a child under the age of 16 without the required valid consent of the parent or guardian, we will delete this information.</p>	

Refusing to provide personal data

If you refuse to provide the personal data we need to fulfil the agreement we have with you or a legal



obligation, we may not be able to provide all services. In that case, for example, we will have to cancel your trip or we will not be able to provide any other services.

5. SHARING PERSONAL DATA WITH SUPPLIERS, PARTNERS, AND OTHER THIRD PARTIES

We share your personal data with your travel suppliers, such as airlines, hotels, and transport companies. To guide your trip, we may share your contact details with local travel agents so that they can contact you in the context of emergencies or service messages. We also share your personal data with service providers, such as IT service providers and third parties who analyse and personalise your website use. We make arrangements with these third parties regarding the careful processing of personal data. We only share the necessary personal data with our suppliers and partners. This means that they only get access to the data that are needed to provide you with their services.

We may share personal data to establish, exercise, or defend our legal rights; in this respect we may provide personal data to third parties to prevent fraud.

We may share personal data with government agencies or authorities to the extent necessary to comply with a legal obligation or a competent order issued by an authority.

In certain specific cases, we transfer your data to partners located outside the European Economic Area (EEA), as this is necessary to fulfil the agreement we have concluded with you. This is the case if, for example, a trip is booked to a country outside the EEA. Countries to which your data are transferred may not have legislation that provides the same level of protection for your personal data as the legislation within the EEA. Where this is the case, we will take appropriate contractual and security measures to ensure that such transfers comply with European legislation, such as entering into Standard Contractual Clauses issued by the European Commission and conducting a Transfer Impact Assessment.

6. SHARING PERSONAL DATA WITHIN THE CORENDON HOLIDAY GROUP

To the extent necessary, we may share your personal data with other companies within the Corendon Hotels & Resorts Group or within the Corendon Holiday Group. We do this to provide you with the services you want and to manage and improve our services and day-to-day operations. If you have given your consent, we may also share your data with our companies to personalise your user experience, for marketing purposes or market research.

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7. PROFILING

Profiling is the collection of data, interests and characteristics about you as a website visitor and customer. Based on your consent, we will create a profile that will be assigned to you so that you can receive targeted and relevant information. Corendon does this on the basis of data that we generate using cookies and similar techniques (see our cookie statement).

We also enrich your profile if you give us permission to do so. We do this by linking different categories of data that we process about you, such as account data and data about how you use our website. By enriching your profile, we optimize our services and make your experience on the websites more relevant.

8. PROTECTING YOUR PERSONAL DATA

We take appropriate technical and organisational security measures to protect your data against accidental loss and against unauthorised access, use, change and disclosure. For instance, we restrict access to your personal data to employees on a need-to-know basis and train all staff about the importance of confidentiality and maintaining the privacy and security of your information. You are also responsible for the protection of your data, for example by not sharing your password or booking data with third parties.

9. RETENTION PERIODS

We store the data for as long as necessary for the purposes described in this privacy statement and for compliance with laws and regulations. In particular, we retain personal data that we obtain in connection with bookings, purchases, or for the fulfilment of other agreements for as long as necessary to handle your booking(s), including administration, feedback, complaints, damage, insurance, etc. After processing, we will retain data for a maximum of 5 years and a minimum of 7 years with regard to the tax data. At the end of that period, the data will be deleted, unless the data must be retained for a longer period on the basis of a legal obligation or other purpose (such as a pending claim).

In principle, we retain the data relating to your account for an indefinite period of time. You can change or delete your data yourself and also change your settings. You can also deactivate and delete your account.

After the expiry of the retention periods, we will delete or anonymise your personal data.

10. LINKS TO OTHER WEBSITES

Our websites may contain links to websites managed by other organisations with their own privacy statements. Please be sure to read these terms and conditions and privacy statement carefully before entering personal data on the website of another organisation; we do not accept any responsibility or liability for the websites of other organisations.

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11. SOCIAL MEDIA FUNCTIONS

Our websites contain social media functionalities such as Facebook and Twitter, which have their own privacy statements. Please be sure to read these terms and conditions and privacy statement carefully before entering personal data.

12. RIGHTS AND COMPLAINTS

You can always access your own personal data on our websites. These details are linked to your account or to the booking of your trip.

In addition, every person whose data we process has the below rights. If you wish to exercise any of these rights, please submit a request via the email address privacy@corendon.nl. In principle, we will comply with your request within one month. However, this period may be extended for reasons relating to the specific rights of data subjects or the complexity of the request. If we extend this period, we will inform you in good time.

Right to access your personal data

You have the right to inspect your personal data. This means that you can request which personal data about you have been registered and for which purposes those data are used.

Right to correct or delete your personal data

You have the right to have your personal data corrected if these data are incorrect. You can also request the deletion of your data. We can only comply with this if we are not obliged to retain your data or no longer need the data for our purposes.

Right of objection and right to restriction of use

You have a number of options for opposing further use of your data. If you have given your consent at an earlier stage, you can withdraw your consent at any time. Please note that withdrawing your consent does not affect the lawfulness of the processing of your personal based on your consent before the withdrawal. You may also object to the use of your personal data free of charge if your personal data are used for purposes other than those necessary for the fulfilment of an agreement or if they are necessary for compliance with a legal obligation.



Right to data portability

Under certain circumstance you may request to obtain the data we have about you (in a structured, commonly used and machine-readable format).

If you wish to exercise any of these rights, you can submit a request via the email address privacy@corendon.nl. Do you have questions about your trip, such as a change, cancellation or complaint? Please contact customer service via [Contact | Corendon](#). We **do not** process requests about your (booked) trip.

In principle, we will comply with your privacy request within one month. However, this period may be extended for reasons related to the specific rights of data subjects or the complexity of the request. If we extend this period, we will inform you in good time.

We do our best to handle your personal data in the best possible way. If you do have a complaint about the way we collect, store or use your personal data, please let us know by sending your written question or complaint to the Legal Department and/or Data Protection Officer. You can always file a complaint with your local regulator, which can be found here: <https://digital-strategy.ec.europa.eu/en/library/list-personal-data-protection-competent-authorities>.

Contact data

PO Box 349

1170 AH Badhoevedorp

The Netherlands

Before handling your request or complaint regarding your privacy, we may ask you for additional information to confirm your identity. If you contact us on behalf of someone else, we may also ask you for additional information. We do this to ensure that you are entitled to submit such a request or complaint.

13. CHANGES TO THIS STATEMENT

This statement replaces all previous versions. We may update this statement at any time, so please check our website(s) regularly for updates. In the case of significant changes, we will post a clear notice on our website(s), possibly with an electronic notice about the changes in the privacy statement.

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