

Privacy Statement Sapiens Travel

December 2019

Below you will find an overview of how we process and store your personal details. We do this with the utmost care and discretion.

1. About us

Sapiens Travel
De Clercqstraat 12-3
1052 NC AMSTERDAM
The Netherlands

Chamber of Commerce: 75444704

Questions or a request?

sadao@sapiens-travel.com

+31653849128

2. Personal details

These are the personal details that we (may) process:

- a. Company name
- b. First and last name of traveler(s)
- c. First and last name of travel advisor(s)
- d. Name of travel agency
- e. Home address and (business) correspondence address(es)
- f. E-mail address(es)
- g. Telephone number(s)
- h. Credit card details

How do we get your details?

These details are provided by you to us or are available in the public domain.

3. Purposes

These are the reasons why we process your personal details:

We only process your personal details when absolutely necessary, or when we are obliged to do so under Dutch law.

Contact and inquiries

When contacting us by e-mail, telephone, WhatsApp or social media we receive some personal details from you. We process these in order to reply to your question or request. Details may include your (full) name, telephone number(s), social media account(s) and e-mail address(es). These details are kept for a maximum of 5 years, to review when you last contacted us and provide you with superior service.

Booking process

During the booking process we need the traveler(s) first and last name(s) in order to make reservations for transfers, museum tickets, guiding services. This includes at least one first and last name and in some cases an e-mail address. These details are kept for a maximum of 8 years.

Invoicing

When creating an invoice, we are obliged to record personal details under Dutch tax law. This includes full names, home address and e-mail address. For businesses this may also include Chamber of Commerce and VAT numbers. These details are kept for a maximum of 8 years.

Newsletter

We process your name and e-mail address if you sign up for our double opt-in newsletter. You need to initiate the signing up to the newsletter. In the footer of each newsletter you have the option to unsubscribe. We save and process these details solely for the purpose of sending you a newsletter until you unsubscribe.

Legitimate interest

In some of the above points of contact we have a legitimate interest to process your details. We have our own interest, which may include to record and guard our evidence and legal status, weighed against the privacy interest of the person(s) of whom we process the personal details. We will not process any more details than strictly necessary to achieve our goal and to secure our legal position.

4. Sharing your personal details with others

We (may) share your personal details with the following third parties, including processors of data:

- a. E-mail servers
- b. CRM system
- c. Payment providers
- d. Accountant
- e. Legal council
- f. Suppliers of products and services contracted in the (final) travel itinerary that is shared with you.

5. Transfer of personal data to third countries

We try to process and store as many of your personal details as possible in the EER. With all processors of data outside the EER we have closed a processor agreement.

6. Your rights

We'd like to inform you of your rights and the influence you can exercise related to your personal data. In case you would like to exercise any of these rights, please contact us at: sadao@sapiens-travel.com

Insight, consultation, rectification and deletion.

You have the right to see which of your personal details we store, and you have to right to rectify or erase any or all of these details.

Restriction of processing

You have the right to request us to limit the processing of your personal data, for example when the information is outdated, the processing is unlawful, when we no longer need your details or when you are waiting on a decision related to a complaint you filed with us.

Right to objection and refusal

You have the right to refuse or object against us processing your personal details. In case you object against us using your details for marketing purposes, we will no longer use your details for the purpose.

Data portability

You have the right to receive your personal details in a structured, common, and readable form, so you may share these with another party of your choice, when you gave us permission to process your details and when the processing of data has been initiated automatically.

Withdraw consent

You have the right to withdraw your consent, so that we can no longer process your data for a purpose for which you have previously given us your consent. Withdrawing consent does not constitute unlawfulness of the processing of data before the withdrawing of consent was initiated by you.

Complaints

You have the right to complain with the Dutch Autoriteit Persoonsgegevens (<https://autoriteitpersoonsgegevens.nl>)

7. Security of personal details

We have taken appropriate organizational and technical measures to protect your data against loss or other forms of unlawful processing. These measures are fitting for the type of data that we process.

8. Changes to this privacy policy

Situations may arise that force us to change or update this privacy policy. This might occur when we implement different or new business processes. We will always publish the new and valid privacy policy on our website. If the changes directly apply to you, we will also inform you personally.