

Travel Team's Data Protection Policy

Travel Team protects your personal integrity. This Data Protection Policy explains how Travel Team collects and uses your personal data. It also describes your rights in relation to us and how you can exercise your rights. You can always contact us on issues relating to integrity and data protection by sending us an email message via info@travelteam.se.

By using Travel Team's services, you accept our Data Protection Policy and our processing of your personal data. You also accept that Travel Team uses electronic communication channels to send information to you. It is important that you read and understand our Data Protection Policy before using our services.

We need to process your personal data in the following ways to be able to offer you our services. We will do this paying all due attention to your integrity.

What information do we collect?

Information you have provided to us. You may directly or indirectly provide us with information about yourself by contacting us or ordering travel, conferences or events in a number of different ways through Travel Team's services where you provide personal data. This may include:

- **Personal and contact information** – name, date of birth, personal identity (ID) number, invoicing and delivery address, email address, mobile telephone number, etc.
- **Payment information** – credit and debit card data (card number, expiry date and CVV code), invoice information, bank account number, etc.

Information we collect about you. We collect the following information when you use our services (such as when you confirm a purchase on the event's website, choose to pay using one of Travel Team's payment alternatives or use our customer portal):

- **Personal and contact information** – name, date of birth, personal identity (ID) number, invoicing and delivery address, email address, mobile telephone number, etc.
- **Information about goods/services** – details relating to the goods/services you have purchased.
- **Financial information** – any credit, any negative payment history in relation to Travel Team.
- **Historical information** – your purchase, payment and credit history.
- **Information about how you interact with Travel Team** – how you use our services.
- **Device information** - e.g. IP address, language settings, browser settings, time zone, operating system, platform and screen resolution.
- **Geographical information** – your geographic location.

The information you give us, both information about the goods/services and your financial information, is generally necessary to enter into a contractual relationship with us, while the other information we collect is generally required for other purposes, as described below.

What do we do with your information?

Provide, perform and improve our services. All data is used to provide, perform and improve Travel Team's services. Travel Team processes personal data for the purposes and on the legal basis set out below:

Purpose of the processing	Legal basis for the processing ("why is the processing necessary?")	Automated decision-making (Y/N)
To confirm your identity and verify your personal and contact details	Perform our contractual commitments in relation to you	N
To administer your payment and customer relationship, e.g. to satisfy any obligations we have in relation to you and to provide you with the information, products and services that you request from us.	Perform our contractual commitments in relation to you	N
For customer analyses, administering Travel Team's services and for Travel Team's internal activities, including troubleshooting, data analysis, testing and for statistical purposes.	Perform our contractual commitments in relation to you and other legitimate interests	N
To ensure that content is presented effectively to you and your device.	Perform our contractual commitments in relation to you	N
To comply with relevant legislation, such as laws about measures to prevent money laundering, and accounting legislation and capital adequacy requirements	Comply with applicable legislation	N

Communicate with you. Travel Team may also use your data to communicate relevant information relating to the services used or similar services and to conduct customer satisfaction surveys relating to our services (e.g. after you have contacted Travel Team's Customer Services) via electronic communication channels and by telephone. Please email info@travelteam.se if you do not wish to receive such communications.

With whom might we share your information?

We might transfer your information to or share your information with the following selected third parties. We take all reasonable legal, technical and organisational measures to ensure that your data is processed securely and with an adequate level of protection during transfer or sharing with such selected third parties.

Suppliers. Travel Team might share your personal data with suppliers or sub-suppliers to perform our contractual commitments in relation to you and for other purposes indicated by this Data Protection Policy.

Travel companies. Travel Team might share with the travel company, with which you (directly or indirectly) make a purchase or otherwise travel, such personal data that is necessary for the travel company to be able to perform and administer the service. The trader's personal data policy and processing of personal data apply to the personal data shared with travel companies.

Public authorities. Travel Team might provide necessary information to public authorities such as the police, the Swedish Tax Agency or other public authorities if we are obliged to do this according to law or if you have approved us doing this. An example of a lawful obligation to provide information is for measures to prevent money laundering and terrorist financing.

Disposal. Travel Team might share your information with third parties:

- In the event that Travel Team sells or purchases an operation or assets, Travel Team might provide your personal data to a potential seller or purchaser of such operation or assets.
- Personal data relating to Travel Team's customers might be shared if Travel Team or a significant part of Travel Team's assets are acquired by a third party.

What we will NOT do with your data. We will not sell your personal data to a third party unless we have your permission to do so.

Where do we process your personal data?

We always strive to process your data within the EU/EEA. However, in certain situations the data may be transferred to, and processed in, countries outside the EU/EEA by other suppliers and sub-suppliers. As Travel Team is firmly committed to protecting your data, Travel Team will take reasonable legal, technical and organisational measures to ensure that your data is processed securely and with an adequate level of protection comparable with and at the same level as offered within the EU/EEA.

For how long do we save your personal data?

We only save your personal data for as long as is necessary to perform our contractual commitments in relation to you and for as long as is required according to statutory storage periods. When we save your data for purposes other than for our contractual commitments, e.g. to satisfy requirements for

measures relating to money laundering and accounting, we only save the data for as long as is necessary and/or statutory for each purpose.

Your rights to access, rectification and erasure

- **Right to access your data.** You can request a copy of the data you wish to know about and to verify the information we have about you. A copy may be requested free of charge.
- **Right to rectification.** You are entitled to correct inaccurate or incomplete information about yourself.
- **Right to be erased ('right to be forgotten').** You are entitled to request erasure of your personal data in the event that the data is no longer necessary for the purpose for which it was collected. However, there may also be legal obligations for Travel Team that prevent us from immediately erasing your data. These obligations arise under accounting and taxation legislation, bank and money laundering legislation, as well as under consumer rights legislation. What we will then do is block the data we are obliged to save so that it cannot be used for purposes other than to satisfy such legal obligations.

What is the situation regarding cookies and similar technologies?

We use cookies and similar tracking technologies to deliver a customised online experience.

Contact us

Travel Team Sverige AB is registered with the Swedish Companies Registration Office (corporate identity number 556650-1739) and is based in Västerås.

Travel Team has a Data Protection Officer. You can always contact Travel Team's customer service specialists via info@travelteam.se.

Travel Team Sverige AB is the Controller for the processing of your personal data in accordance with the above. Travel Team Sverige AB complies with Swedish Data Protection Legislation.

Visit www.travelteam.se for more information about Travel Team.

This Data Protection Policy was last updated on 4 March 2018.