



Data Protection Information for Customers and Interested Persons

1. Data protection at a glance

General information

The following information provides a simple overview of what happens to your personal data when you book a trip with us or contact us for more information about our travel offers. Personal data is any data with which you could be personally identified. You can find detailed information on the subject of data protection in our data protection declaration listed below this text.

If you visit our website <https://www.inselhuepfen.com/en>, you will find the information on data protection for our website at www.inselhuepfen.com/datenschutz.

Boat Bike Tours and its affiliated companies take the protection of your personal data very seriously. We treat your personal data confidentially and according to the legal data protection regulations and this data protection policy. Your data will only be transferred to service providers and partner companies - for example to hotels, local tour guides or tour operators at your destination - to the extent necessary to fulfil your travel request or to answer your enquiry.

What rights do you have in regards to your data?

You have the right at any time and free of charge to receive information about the origin, recipient and purpose of your stored personal data. You also have the right to demand the correction, blocking or deletion of this data. You can contact us at any time at the address given on the impressum (site notice) for any questions regarding the subject of data protection. Furthermore, you have the right to lodge a complaint with the responsible supervisory authority.

You also have the right, under certain circumstances, to request the restriction of your personal data. Details on this can be found in the data protection declaration under "right to the limitation of processing".

2. General and mandatory Information

The office responsible for data processing is: Boat Bike Tours B.V., Aambeeldstraat 20, 1021 KB Amsterdam, Netherlands, Phone: +31 20 72 35 400

Retraction of your consent for data processing

Many data processing operations are only possible with your express consent. You can revoke your consent at any time. To do this it is sufficient to notify us by way of an informal e-mail. The legality of the data processing carried out up until the withdrawal of consent remains unaffected by this withdrawal.

Right to object to data collection in special cases and to direct advertising (Art. 21 GDPR)

If data processing is carried out on the basis of Art. 6 para. 1 lit. e or f GDPR, you have the right at any time to object to the processing of your personal data for reasons arising from your particular situation; this also applies to profiling based on these regulations. The respective legal bases on which the processing of data is based can be found in this data protection declaration. If you file an objection, we will no longer process the personal data in question unless we can prove compelling reasons, which are worthy of protection, for this processing which outweigh your interests, rights and freedoms or if the processing serves the assertion, exercise or defence of legal claims (objection according to Art. 21 para. 1 GDPR).

If your personal data is processed for the purpose of direct advertising, you have the right to object at any time to the processing of your personal data for the purpose of such advertising; this also applies to profiling in so far as it is connected with such direct advertising. If you object, your personal data will no longer be used for direct marketing purposes (objection according to Art. 21 para. 2 GDPR).



Right of complaint to the responsible supervisory authority

In the event of infringements of the GDPR, the persons concerned have the right to lodge a complaint to a supervisory authority, in particular in the Member State where you have your habitual residence, workplace or place of presumed infringement. You have the right to lodge a complaint without prejudice to other administrative or judicial remedies.

A list of Data Protection Officers and their contact details can be found at the following link:

https://www.bfdi.bund.de/DE/Infothek/Anschriften_Links/anschriften_linksnode.html. (This list may not be exhaustive or completely accurate).

Right to data transferability

You have the right to have data, which we process automatically on the basis of your consent or in the fulfilment of a contract, handed over to you or to a third party in a common, machine-readable format. A request for the direct transfer of the data to another responsible person will only be done as far as it is technically feasible.

3. Data collection in the case of enquires

Enquiries by e-mail, telephone or fax

If you contact us by e-mail, telephone or fax, we will store and process your enquiry including all personal data (name, enquiry) for the purpose of processing your request. We do not transfer this data without your consent. This data is processed on the basis of Art. 6 Para. 1 lit. b GDPR provided your request is related to the fulfilment of a contract or is necessary for the implementation of pre-contractual measures. In all other cases, processing is based on your consent (Art. 6 para. 1 lit. a GDPR) and / or on our legitimate interests (Art. 6 para. 1 lit. f GDPR), as we have a legitimate interest in the effective processing of the enquiries addressed to us.

The data you send us via contact requests will remain with us until you request deletion, revoke your consent to storage or until the purpose for data storage no longer applies (e.g. after your request has been processed). We also store and use your data for a reasonable period of time after processing your request in order to keep you informed about and send you information on our services and offers. This is done on the basis of Art. 6 para. 1 lit. f GDPR. Mandatory statutory provisions - in particular statutory retention periods - remain unaffected.

We would like to point out that there can be security gaps with data transfer on the internet (e.g. communication by e-mail). Complete protection of the data against access by third parties is not possible.

4. Data acquisition and data transfer for travel booking and processing

When you register for our services, you may possibly submit:

- Your personal information, such as your address, e-mail address, telephone number and date of birth.

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

- Your personal information, such as your address, e-mail address, telephone number, date of birth and the personal information of your fellow travellers,
- payment data (e.g. credit card data, account information, billing address),
- the products or services you have booked
- in special cases, information about your health.

Protection of your personal data

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

and disclosure. However, the security of your data also depends on you. For example, if we have given you a password or you have chosen one to access certain services, you are responsible for keeping that password secret.

The personal data that we collect from you may also be transferred to and stored at a destination outside the European Economic Area (EEA). They may also be processed by companies operating outside the EEA who work for us or for one of our suppliers. We take appropriate precautions to ensure that your personal data remains adequately protected and is treated in accordance with this privacy policy. These safeguards include, but are not limited to, appropriate contractual clauses, such as standard contractual clauses approved by the European Commission, and appropriate security measures. The data processing is based on Art. 6 para. 1 lit. b GDPR, which permits the processing of data to fulfil a contract or pre-contractual measures.

Processing of data (customer and contract data)

We collect, process and use personal data in the context of your booked trip only to the extent necessary for the establishment, content structuring or modification of the legal relationship (inventory data). This is done on the basis of Art. 6 para. 1 lit. b GDPR, which permits the processing of data for the fulfilment of a contract or pre-contractual measures.

Data retention

The saved customer and contract data, which pertains to you, will remain with us until you request deletion, revoke your consent to storage or the purpose for data storage no longer applies (e.g. after completed processing of your order). We also store and use your data for a reasonable period of time after the order has been placed in order to keep you informed about and send you information on our services and offers. This is done on the basis of Art. 6 para. 1 lit. f GDPR. Mandatory legal provisions - in particular retention periods - remain unaffected. After this period, we delete personal data in a secure manner. If data is required after this period for analytical, historical or other legitimate business purposes, we will take appropriate measures to make this data anonymous.

Transfer of personal data to suppliers and business partners

In order to provide the products and services you have requested, we must share personal information regarding your booked travel services with providers, including hotels, transportation companies and companies affiliated with the Boat Bike Tours group of companies. We transfer personal data to third parties only if this is necessary in the context of contract processing, such as to the companies entrusted with the delivery of the goods or the credit institution entrusted with payment processing. A further transfer of the data does not take place or will so only if you have expressly agreed to such a transfer. Your data will not be passed on to third parties for purposes such as advertising without your express consent.

The basis for data processing is Art. 6 para. 1 lit. b GDPR, which permits the processing of data for the fulfilment of a contract or pre-contractual measures.

We work with carefully selected providers who carry out certain services for you. For example, with companies that assist us with IT services, data storage and interconnection, marketing, market research, payment processing, and the provision of products and services. This can also be used, for instance, for the personalization of your travel experience. We share only the minimum amount of personal information necessary to enable our suppliers and trade partners to provide their services to you and us. If we share personal information with other organizations, we require them to protect and process your information in accordance with applicable privacy laws. They are not permitted to use your personal data for their own marketing purposes. Data processing is based on Art. 6 para. 1 lit. f GDPR.

Transfer of personal data to authorities

In order for you to be able to travel, it is sometimes mandatory (required by law by the authorities at the point of departure and/or destination) to disclose and process your personal data for purposes of immigration, border control, security and counter-terrorism or any other purpose deemed appropriate. Some countries will only issue travel authorization if you provide your extended passenger information. These requirements may vary depending on your

destination and we recommend that you check this on a case-by-case basis. Though it is not mandatory, we are happy to assist you. We 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. The basis for data processing is Art. 6 Para. 1 lit. b GDPR, which permits the processing of data to fulfil a contract or pre-contractual measures.

Transfer of personal data within the Boat Bike Tours group of companies

Our data protection notice applies to all services and trips offered by the BBT Group (companies in the group of Boat Bike Tours B.V.; hereinafter referred to as the BBT Group). Services and offers with their own data protection policy are excluded. We only share the necessary minimum of personal data with other companies of the BBT Group, for example to provide the products and services you requested, to administer and improve our products, services and everyday operations. Companies of the BBT Group may also be outside the EU and the EEA and have lower data protection requirements than those of the EU.

The data processing is based on Art. 6 para. 1 lit. b GDPR, which regulates the processing of data for the fulfilment of a contract or pre-contractual measures as well as Art. 6 para. 1 lit. f GDPR.

You can find a list of the companies affiliated with the Boat Bike Tours Group on the internet at www.inselhuepfen.com/datenschutz or we can send it to you by post.

Transfer of personal data in emergencies

In emergencies, in order to protect vital interests of you or others, it may be necessary to disclose personal information about you. This may also occur if the disclosure is in the public interest or in the exercise of public authority. We assume that we have your consent for this. Such situations could include, for example:

- a) In an emergency: your insurance company, its agents and medical staff may share relevant personal information and specific types of personal information with us. This may be the case, for example, if we or those mentioned above have to act on your behalf in the interests of other customers or in an emergency.
- b) Security measures: We may use personal information to implement security measures or to respond to disruptions or other similar events, including those of a medical or insurance-related nature.

5. Data protection officer

We have appointed a data protection officer for our company. You can reach him at: Liance, Aambeeldstraat 20, 1021 KB Amsterdam, Netherlands, Phone: +31 85 024 00 00, E-Mail: privacy@liance.nl