

Information for our customers in accordance with the General Data Protection Regulation Article 13

Name and contact details of the person responsible

Please contact vtours GmbH for any data protection related inquiries, requests for further information or complaints:

Vtours GmbH
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Managing Director: Achim Schneider

Contact details of the data protection officer

datenschutz@vtours.de

Purposes for which the personal data are to be processed

1. Fulfilment of the travel contract concluded with us

(Booking of flights, accommodation and additional services, commission of transfers in the holiday destination)

2. Services towards our customers

(Preparation of travel documents, notification of our customers, reply to requests, processing of change requests or complaints)

3. Invoicing

Creation of invoices and receipts, posting of payments, rating inquiries and reminders

4. Marketing and advertising

Informing our customers about travel offers and other services

Legal basis for processing and legitimate interest

For purposes 1, 2 and 3, the legal basis is a travel contract or pre-contractual negotiations upon request of the customer.

For the purpose 4, there is either customer consent or the use of the Customer data is based on Article 6f of the General Data Protection Regulation.

Vtours has a legitimate interest in promoting its offers. Since offers are only made to customers or to persons who have expressed their interest in offers from Vtours, it cannot be assumed that due to that fundamental rights of customers will be restricted.

Recipients of data or categories of recipients

The recipients of the data depend on the booked travel offers.

The data required for air travel is passed on to the booking and reservation systems.

Part of it is passed on to the airlines.

For booking the accommodation selected data is passed on to hotels and other service providers.

If additional services, such as car rental or transfers are booked at the destination, the necessary data will be passed on to the respective service providers.

Depending on the entry regulations in the destination country, data may have to be passed on to administrative authorities.

Transfer to a third country

Depending on the destination, your data must also be passed on to companies and authorities in third countries.

Vtours has no influence on the data protection regulations in these countries.

The transmission of the necessary data is based on the exemption of Article 49 GDPR.

The transmission is necessary for the fulfilment of the contract, which was concluded at the request of our customers.

Planned duration of data storage

The contract documents are kept by us for 6 years. For invoices and financial transactions there is a retention obligation of 10 years, according to the AO.

Reference to your rights as affected person

You have the right of information which data relating to you is stored by the company.

You have the right to correct wrong data.

In the event of inadmissibly stored data, you have the right of deletion, of restriction of the processing or of objection the processing.

If the processing of your data is based on an individual consent, you have the right to withdraw from the given consent.

You have the right to complain to the Bavarian Data Protection Authority if you believe that our company uses your data unlawfully or improperly.

Reference to the need for data processing

All data collected by us serves to fulfil the contract concluded with you or, in the case of pre-contractual contacts, to prepare for the conclusion of a contract.

Reference to rating inquiries

If you book a flight with us, we may carry out a credit check. In our view, this is necessary because we may incur considerable costs in the event of cancellations due to non-payment.

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