

## **Privacy policy of AnnaHiking**

AnnaHiking attaches great value to your trust in our organisation. Here you'll find information about the way we handle your personal data.

### ***General Data Protection Regulation (GDPR)***

Since May 25<sup>th</sup> 2018 the General Data Protection Regulation (GDPR) is valid. This regulation makes sure that in the whole of Europe the same privacy legislation is active. AnnaHiking is a Greek company and subject to this regulation.

When you issue data to AnnaHiking these data are subject to the General Data Protection Regulation (GDPR). This regulation issues rules regarding the processing and protection of your personal data.

### ***How does AnnaHiking handle your data***

If you apply for the newsletter we'll store your name and e-mail address in a Mailchimp list. This list is only used to issue newsletters. After booking an AnnaHiking tour you'll automatically be added to the newsletter list. You may unsubscribe using the link below the newsletter.

If you book a tour you'll submit several personal data like name, address, e-mail address, date of birth, telephone number(s), identification number, room preference and sometimes data about your health.

AnnaHiking needs these data to observe the travel agreement. If you don't issue all necessary data we will not be able to perform the tour.

In order to perform your tour AnnaHiking will have to share some of these personal data with her insurance company (for the obligatory Greek tour operator insurance, a form of guarantee fund), transport companies, accomodations and other suppliers that AnnaHiking cooperates with regarding your booking.

Your data will not be transferred to other parties, neither for marketing goals nor for any other goal. Should someone want to contact you through us, we'll pass the request to you and leave it to you to respond or not.

Should anything in this paper be unclear, please contact us by e-mail through [info@annahiking.nl](mailto:info@annahiking.nl) or by any other possibility we offer on our contact page.

### ***More about our privacy policy***

- [Which data do we collect and how?](#)
- [How do we use these data?](#)
- [With whom do we share your personal data?](#)
- [Your personal rights.](#)
- [The period we store your data.](#)
- [Website and cookies.](#)

### ***Which data do we collect and how?***

To book a tour you'll fill in our booking form. On this we ask:

Personal data:

- Gender.
- First name, last name.
- Date of birth.
- Number and type identification card.

Address:

- Address, zip code, town, country.
- Mobile telephone and if applicable land line.
- E-mail address.

Tour data:

- Tour code or description.
- Tour destination.
- Departure date.
- Room type.

Additional data:

- Name(s) and telephone number(s) of the contact at home.
- Dietary needs (usually only for breakfast).
- Other issues.
- How did you learn about us?

For a booking for group of more than 2 persons we ask the data above only for the person acting as contact for the booking. From all other group members we ask:

- Gender.
- First name, last name.
- Date of birth.
- Number and type identification card.
- Mobile telephone (to be used only during the tour if we need to contact the group).
- E-mail address (optionally if the group member wants to receive the newsletter).

Prior to the booking often there has been correspondence and did we offer a tour outline based on the given preferences. The tour offer that eventually has been concluded is stored electronically.

A tour offer that has not been accepted is stored with the personal data known to us at the moment we issued the offer.

After the tour we send an evaluation form. After processing of the feedback we store the forms for later reference.

### ***How do we use these data?***

- Marketing: issue of the newsletter based on our Mailchimp lists.

- Conclusion of the tour agreement: booking of accommodation and transport, contracts with local operators, assistance with accidents or problems.
- Application to the obligatory tour operator insurance.
- Enhancement of our products: we use the evaluation forms and other feedback to review routes and enhance waymarking where necessary, to adjust documentation and appointments with our suppliers and in general to enhance the product.

### ***With whom do we share your personal data?***

AnnaHiking as a Greek tour operator is obliged to conclude an insurance. This insurance covers the following events:

- Should in the contract (tour description) be shown other services, types of accommodation or transport than actually offered, the client may apply to the insurance company for a compensation of the misleading contract.
- In case of insolvency or bankruptcy of the tour operator which results in cancellation of the rest of the tour, the client may apply to the insurance company for a return ticket and compensation for the cancelled package components.

AnnaHiking concluded this insurance at NP INSURANCE, Kifisias Avenue 81-83, Marousi, telefoon +30 210 417 3300. The policy number is 2224008670 on the name of PELT ANNE LISE YVONNE CON. Also this insurance company is bound by the GDPR.

At booking the following data are issued to the insurance company before departure:

- Name, gender, date of birth and identification document number of the traveller.
- Departure date, end date, number of days, tour code and booking date.

To the accommodation owner the following data are issued:

- Name and gender of the travellers.
- Room type, if applicable dietary needs and preferences.

To a local agent all data will be issued from the booking form, as the agent has to conclude his part of the booking. The agent is also subject to the GDPR.

To the local transport (taxi driver etc) the following data are issued:

- Name and gender of the travellers.

### ***Your personal rights***

You have the right to be informed about the way we use your personal data, the right to ask not to use your data for marketing purposes, the right to receive a copy of the data that AnnaHiking has collected about you, the right to submit a complaint at the relevant authorities, the right to withdraw the permission you gave AnnaHiking to use your personal data.

If you want to make use of this right send an e-mail to [info@annahiking.nl](mailto:info@annahiking.nl).

### ***The period we store your data***

We'll store your personal data as long as necessary to carry out the purpose for which they were collected and to comply to the legal terms for reports. According to Greek law we have to keep the information about bookings and clients for 10 years.

The data in the Mailchimp lists we use for newsletters will stay in the list until you unsubscribe.

### ***Website and cookies***

Cookies are small text files placed on a computer and read by your browser at the moment you open an internet page. These cookies may be used to collect data about your computer and your browsing behaviour.

The AnnaHiking website only uses cookies placed by Google Analytics. We do not use cookies that collect data about your computer or your browsing behaviour.

The AnnaHiking website contains links to websites of third parties. If you click on such a link, these parties may collect or share data about you. We do not control these websites nor are we responsible for their privacy policy.

You may remove cookies from your browser. You may adjust your browser to deny cookies or to warn you if websites place or open cookies on your computer. Refer to the browser manual or remove cookies using the dedicated software on your computer.