

Privacy Policy

We recognise the importance of protecting your privacy and your rights with regards to data protection.

This Privacy Policy describes how we collect, use, process, and disclose your personal data in conjunction with your request for assistance and, specifically:

- 1. Who is the controller of your data?**
- 2. What categories of your data do we collect and use?**
- 3. Why and how do we collect your data?**
- 4. Who sees, receives and uses your data and where?**
- 5. How long do we retain your data?**
- 6. What are your data protection rights and how can you exercise them?**
- 7. Contact details of the data controller**
- 8. Contact details of our data protection officer**

It also informs you (“Customer”) of how you can exercise your rights (including the right to object to some of the data handling we carry out). More information about your rights and how you can exercise them is set out in the section below.

If you see an undefined term in this Privacy Policy (such as “Service” or “Website”), it has the same definition as in our Company contractual service conditions.

1. Who is the controller of your personal data?

When this Privacy Policy mentions “Company”, “we,” “us,” “our” or “Data Controller”, it refers to:

BravoNext, S.A., a Swiss company belonging to the Im group, listed in the Ticino business register under no. CHE - 115.704.228 and with registered office at Vicolo de' Calvi 2 - 6830 Chiasso, Switzerland, which is the controller for the processing of Users' and/or Customers' personal data under this Privacy Policy (hereinafter, referred to as the “Company”, “we”, “us”, “our”, “Data Controller”). Furthermore, we inform you that, for compliance with the General Data Protection Regulation (EU) 2016/679 (“GDPR”) purposes only (Art. 27 GDPR), Bravonext has designated as its EU representative Viaggiare SRL., an Italian company belonging to the Im group, listed in the Italian Chamber of Commerce - Milano under VAT identification no. IT04403760962 and with registered office at del Don, 3, 20123 Milan, Italy.

We, being an entity located in Switzerland, are subject to Swiss law regarding the protection of personal data. For that reason, we undertake to comply with the obligations imposed by the General Data Protection Regulation (EU) 2016/679 (“GDPR”) and the Swiss Federal Act on Data Protection of 19 June 1992 (FADP). In the same vein, we inform our Users and/or Customers that the Decision of the Commission of 26 July 2000 in accordance with Directive 95/46/CE of the European Parliament and the Council relating to the adequate level of protection for personal data in Switzerland declared that, in Switzerland, the laws guarantee an adequate level of protection in accordance with Directive 95/46/CE.

In accordance with Swiss Federal Act on Data Protection of 19 June 1992 and with Article 45 of the Swiss Federal Act on the Supervision of Insurance Companies of 17 December 2004 (FASIC) we inform our Users and/or Customers that their personal data is processed and kept by the Company in the manner and for the means as follows, in accordance with the LPD and LSA.

2. What categories of your data do we collect and use?

When you complete the assistance form we collect the categories of personal data as follows:

2.1. Personal data provided by you

- The personal data that you share with us (i.e. booking reference and email address) including the information entered by you into the assistance form (eg passenger data, information about your purchases, special categories of personal data, contact reasons, bank details and phone number).
- Personal data you provide about other individuals: if you plan to submit someone else's personal data to us, for instance when completing the assistance form on their behalf, you should only provide us with that third party's details with their consent and after they have been given access to this Privacy Policy. When submitting data about other individuals you declare you have their consent.
- Personal data about children: please note that we may collect and use the information of children only as provided in the assistance form by their parent or guardian or with their consent. If we become aware that we have processed information of a child without the valid consent of a parent or guardian, we reserve the right to delete it.

The provision of the above personal data, where requested, is necessary for the adequate performance of the contract between you and us and of the related assistance requests, as well as to allow us to comply with our legal obligations except when we rely on our legitimate interest. Without these data, we may not be able to provide you with all the requested services.

It is important that all the personal data you give us is correct and accurate. This includes, by way of example only, ensuring that we have your correct contact details (i.e. the email address and, if provided, the phone number) at all times.

3. Why do we collect your data?

In general terms, we use your personal data to provide you with the services you request us through the assistance form (i.e. customer care services). More specifically:

Why?

A. To create and maintain the contractual relation established for the provision of the assistance service requested by you in all its phases and by way of any possible integration and modification or to take steps at your request in relation to the service (e.g. providing you assistance services; responding to your questions and concerns). Information concerning our provision of the service and/or to provide you with any clarification or assistance may be sent to you via email and/or, if you provide us with your phone number, by phone, SMS and/or recorded calls.

Please note that if the call with our Customer Care team is disconnected mid-call, you authorise us to use your phone number to call you back, in order to respond to your assistance requests.

On which legal basis?

To fulfil a contract, or take steps linked to a contract (i.e. to provide the customer care services you request us through the assistance form and/or to provide you with any clarification or assistance to you)

Why?

B. *n.a.*

Why?

C. To meet the legal, regulatory and compliance requirements and to respond to requests by government or law enforcement authorities conducting an investigation.

On which legal basis?

To comply with the law (i.e. to share personal data with regulatory authorities)

Why?

D. *n.a.*

Why?

E. *n.a.*

Why?

F. *n.a.*

Why?

G. *n.a.*

Why?

H. *n.a.*

Why?

I. To verify compliance with our terms and conditions and for the establishment, exercise or defence of legal claims.

On which legal basis?

To pursue our legitimate interest (i.e. compliance with our terms and conditions, protection of our rights in the event of any dispute or claim)

Why?

J. *n.a.*

Why?

K. *n.a.*

Where we rely on legitimate interest as a basis for processing your personal information, we carry out an assessment to ensure that our interest in the use of your data is legitimate and that your fundamental rights of privacy are not outweighed by our legitimate interests ('balancing test'). You can find out more information about the balancing test by contacting our Data Protection Officer at dpo.en@lastminutegroup.com.

4. Who sees, receives and uses your data and where?

4.1. Categories of recipients of your data

We share your personal data, for the purposes described in this Privacy Policy, to the following categories of recipients:

- Our authorised employees and/or collaborators that assist and advise us on administration, products, legal affairs, Customer Care Team, and information systems, as well as those in charge of maintaining our network and hardware/software equipment;
- Airlines, hotels, car hire companies, insurance companies, tour operators as well as those other parties to which it is necessary to disclose your personal data in order to provide you with the requested services that will be operating as autonomous data controllers. Please note that airline companies are required, in accordance with new regulations introduced in the US and other countries, to allow customs and border authorities to have access to flight passenger data. For that reason, in certain situations, we may communicate data collected on passengers included in the reservation to the competent authorities of the countries included in the Customer's travel itinerary if required by the local law.
- Our third-party service providers (including other entities of the lastminute.com group), which process your personal data on our behalf and under our instructions for the purposes described hereinabove acting as data processors, such as those providing us with IT and hosting services call centre and customer support, analytics and administration services etc.
- Payment providers and financial institutions (e.g. for chargeback, fraud detection and prevention purposes) acting as autonomous data controllers.
- Competent authorities when we are required to do so by the current law.
- Competent authorities and Law and enforcement third parties when this is necessary so that we can enforce our terms of use and protect and defend our rights or property or the rights or property of any third party.
- Third parties that receive the data (e.g. business consultants, professionals for delivering due diligence services or assess value and capabilities of the business) when it is

necessary in connection with any sale of our business or its assets (in which case your details will be disclosed to our advisers and any prospective purchaser's advisers and will be passed to the new owners.

The complete list of parties to which your personal data may be disclosed is available at our registered office and may be requested by writing to privacy.en@lastminutegroup.com.

4.2. International transfer of your data

Your personal data are processed at the Data Controller's registered office (see point 1), on the Im group servers, and at the offices of other entities to which data may be provided in order to provide the services requested of the Data Controller.

Given the fact that we are an international travel company, we also transfer your personal data to:

- non-European Economic Area (EEA) countries offering an adequate level of data protection such as Switzerland in accordance with the "Adequacy decisions" of the EU Commission that recognises some countries as providing adequate protection;
- non-European Economic Area countries where data protection laws may be less protective than the legislation in the EEA. This happens when:
 - we disclose your data to autonomous data controllers such as airlines, hotels, car hire companies, tour operators etc. that might process your data outside the EEA in order to provide you with the requested services.
 - we disclose your data to our service providers who act as data processors on our behalf that might be located in a country outside the EEA, including Morocco, Albania, UK, India and Tunisia. When such a transfer happens, we ensure that it takes place in accordance with this Privacy Policy and is regulated by standard contractual clauses approved by the European Commission as ensuring adequate protection for data subjects. Our providers, acting as data processor, may be engaged in, among other things, the fulfilment of your service request, the processing of your payment details and the provision of support services through electronic communications or call centres.

Should you want to obtain further details about the safeguards put in place, you can contact us by writing to privacy.en@lastminutegroup.com.

5. How long do we retain your data?

We retain your personal data for as long as is required to achieve the purposes and fulfil the activities as set out in this Privacy Policy, otherwise communicated to you or for as long as is permitted by applicable law. Further information about the retention period is available here:

CUSTOMER RECORDS

Document

Booking records (i.e. contact information, such as the email address, and the ID Booking) including:

- product details
- records of customer contacts related to the Agent section (i.e. Notes/Events in the BO)

- purchase data
- contact reasons

Retention period

10 years

Starting date

From the date of the assistance request

Document

Customer care emails (confirmation, schedule change/cancellation, quotation, penalties quotation, payment reminder, refund choice, voucher/payment, massive communications), including customer requests/claims via email

Retention period

10 years

Starting date

From date on which email is sent

Document

Customer care phone records for contractual reasons

Retention period

3 years

Starting date

From the date of the recording

Document

Reports or claims

Retention period

10 years

Document

Contractual documentation (log of the acceptance)

Retention period

10 years

Starting date

From the date of the purchase

Document

Finance/transactional information

Retention period

10 years

Starting date

From completion of financial transaction

6. What are your data protection rights and how can you exercise them?

You can exercise the rights provided by the Regulation EU 2016/679 (Articles 15-22), including

Name of the right

Right of access

Content

To receive confirmation of the existence of your personal data, access its content and obtain a copy.

Name of the right

Right of rectification

Content

To update, rectify and/or correct your personal data.

Name of the right

Right to erasure/right to be forgotten and right to restriction

Content

To request the erasure of your data or restriction of your data which has been processed in violation of the law, including whose storage is not necessary in relation to the purposes for which the data was collected or otherwise processed; where we have made your personal data public, you have also the right to request the erasure of your personal data and to take reasonable steps, including technical measures, to inform other data controllers which are processing the personal data that you have requested the erasure by such controllers of any links to, or copy or replication of, those personal data.

Name of the right

Right to data portability

Content

To receive a copy of your personal data you provided to us for a contract or with your consent in a structured, commonly used and machine-readable format (e.g. data relating to your purchases) and to ask us to transfer that personal data to another data controller.

Name of the right

Right to withdraw your consent

Content

Wherever we rely on your consent (see p. 3 - F and J), you will always be able to withdraw that consent, although we may have other legal grounds for processing your data for other purposes.

Name of the right

Right to object, at any time

Content

You have the right to object at any time to the processing of your personal data in some circumstances (in particular, where we don't have to process the data to meet a contractual or other legal requirement (see p. 3-B, C D, H, I), or where we are using your data for direct marketing (p. 3-E).

Name of the right

Right not to be subject to a decision based solely on automated processing, including profiling

Content

You can always request a manual decision- making process instead, express your opinion or contest decision based solely on automated processing, including profiling, if such a decision would produce legal effects or otherwise similarly significantly affect you.

You can exercise the above rights at any time by:

- Contacting us via email at privacy.en@lastminutegroup.com.

In case you exercise any of the above rights provided by GDPR, please note that we will attend your request considering the personal information held by all the companies within the Im group where BravoNext, S.A. holds, directly or indirectly, 100% of the shares.

Your rights in relation to your personal data might be limited in some situations. For example, if fulfilling your request would reveal personal data about another person or if we have a legal requirement or a compelling legitimate ground we may continue to process your personal data which you have asked us to delete.

You also may have the right to make a complaint if you feel your personal information has been mishandled. We encourage you to come to us in the first instance but, to the extent that this right applies to you, you are entitled to complain directly to the relevant Data Protection Supervisory Authority.

7. Contact details of the data controller

The contact details of the Data Controller of the data processing described hereinabove are:

BravoNext, S.A., a Swiss company belonging to the Im group, listed in the Ticino business register under no. CHE - 115.704.228 and with registered office at Vicolo de' Calvi 2 - 6830 Chiasso, Switzerland.

8. Contact details of our data protection officer (DPO)

Our Data Protection Officer (or "DPO") is available at:

- dpo.en@lastminutegroup.com
- Vicolo de' Calvi 2 - 6830 Chiasso, Switzerland