
Privacy Policy for:

VIAVANA.COM

1. Data Responsibility

VIAVANA takes your data protection seriously, and therefore supports the EU Personal Data Regulation (GDPR). In this Privacy Policy document, you can see how we treat your given personal data.

Contact info

1.1. VIAVANA A/S is responsible for processing data on VIAVANA's portal, and we ensure that your personal data is processed in accordance with the legislation:

VIAVANA A/S

Groenningen 23, 1st floor.

1270 Copenhagen K, Denmark

VAT No. 33 64 07 57

Phone number support: + 45 72 22 02 50

Email support: info@viavana.com

2. Personal Data Processing

We ensure fair and transparent processing of data.

2.1. When we ask you to make your personal data available to us, we will inform you what data we are processing about you and for which purpose.

We use this type of data about you:

2.2. In order to book trips, hotel rooms and flights, we need data about you. We also need data about you to make our service better and ensure quality in our products and services as well as in our contact with you.

The data we use includes:

- Common personal data
- Sensitive data regarding your trip
- Data on interests and habits
- Traffic data on VIAVANA-related online behavior
- Location data from the Internet
- Transaction Data

We collect and store your personal data for specific purposes.

2.3. We collect and store your data for specific purposes or other legitimate business purposes. This happens when we need to:

- Process your purchase and deliver our service
- Meet your request for products or services
- Improve our products and services
- Customize our communication and marketing to you
- Manage your customer status with us
- Meet the legal requirements
- In similar situations

We only process relevant personal data:

2.4. We only process data about you that is relevant and sufficient in relation to the purposes defined above. The purpose is to determine which type of data is relevant to us. The same applies to the extent of the personal data we use. As an example, we do not use more data than the specific data we need for a concrete purpose.

We only process necessary personal data:

2.5. We only collect, process and store the personal data necessary to fulfill our intended purpose. In addition, it may be determined by law what type of data that needs to be collected and stored for our business operations. The type and extent of personal data we process may also be required when fulfilling a contract or other legal obligation.

We check and update your personal data:

2.6. We make sure that the personal data we process about you is not incorrect or misleading. We also make sure that you can update your own personal data. As our service is dependent on your data being accurate, you can either log in to the site and update your information yourself or use the contact information given to notify us of your changes.

We delete your personal data when they are no longer needed:

2.7. We delete your personal data when they are no longer needed for the purpose that was the reason for our collection, processing or/and storage of your data.

We will ask for your consent before processing your personal data:

2.8. We will obtain your consent before processing your personal data for the purposes described above, unless we have a legal basis for obtaining it. We inform you of such and of our legitimate interest in your personal data.

2.9. Your consent is optional, and you can withdraw it at any time by contacting us. Please use the contact information for more.

We do not pass on your personal data without your consent:

2.10. If we pass on your personal data to partners and suppliers for marketing purposes, we obtain your consent and inform you of what your data will be used for. You can object to this form of disclosure at any time.

11.2. We do not collect your consent if we are legally obliged to pass on your personal data, eg. as part of reporting to an authority.

3. Safety

We protect your personal data and have internal rules on information security:

3.1. We have internal information security rules that contain instructions and measurements that protect your personal data from being destroyed, lost, or altered against unauthorized disclosure, and against unauthorized access or knowledge to them.

4. Use of Cookies

Cookies, purposes and relevance:

4.1. If we use cookies, you will be informed about the use and purpose of collecting data via cookies.

We ask for your consent:

4.2. Before we place cookies on your equipment, we ask for your consent. However, necessary cookies to ensure functionality and settings can be used without your consent.

5. Your Rights

You have the right to access your personal data:

5.1. You can view your data at any time by logging into your private VIAVANA account at viavana.com

5.2. You have the right to be informed about which data we have about you, where they originate and what we use it for. You can also be informed about how long we keep your personal data and who receives data about you, if we pass on data abroad.

5.3. Other inquiries in connection with personal data and GDPR must be directed to: info@viavana.com

5.4. You have the right to get inaccurate personal data corrected or deleted. If you believe that the personal data, we process about you is inaccurate, you can correct it yourself by logging in to viavana.com or contacting us so we can correct it for you.

5.5. In some cases, we will have an obligation to delete your personal data. This applies, for example, if you withdraw your consent. If you believe that your data is no longer necessary for the purpose for which we obtained it, you may request for it to be deleted. You can also contact us if you believe your personal data is being processed in violation of the law or other legal obligations.

5.6. When you contact VIAVANA with a request to correct or delete your personal data, we will investigate whether the conditions are met and then make changes as soon as possible.

You have the right to object to our processing of your personal data:

5.7. You have the right to object to our processing of your personal data. You can also object to our disclosure of your data for marketing purposes. You can send your objection to: info@viavana.com
If your objection is justified, we will desist processing your personal data.

Updated on February 18th, 2019