

## Information on Personal Data Processing in Travel and Concierge Business

PBZ Card d.o.o., Radnička cesta 44, Zagreb, as the data controller and travel agency, gathers and processes the personal data provided by the applicant, in order to create offers and sell travel packages and meet concierge related requirements. If the applicant fails to accept the offer, thus submitted personal information shall be erased by PBZ Card 30 days upon the expiry of the validity date of the offer or 30 days from the date of submission of the informative offer (offer without validity date).

Before collecting data, PBZ Card shall warn the contractor about data necessary for closing an agreement on organizing a trip, as well as that the lack of certain data may lead to the somewhat difficult provision of the requested service. PBZ Card reserves the right to contact the applicant, that is, the traveller (travel contractor) in order to obtain the missing data.

If an agreement on organizing a trip or any individual tourist or concierge service is closed, the personal data listed in the Agreement, as well as any personal data sent to PBZ Card by the travel contractor and/or traveller and/or applicant, are to be further processed by PBZ Card for the purpose of realizing the agreed trip or service, improvement and security of business and fulfilment of legal obligations.

Personal data are passed on to third parties in the country and abroad, including but not limited to hotels, carriers and service providers, if it is necessary for the purpose of realizing the agreed trip or service and to the insurers if the travel contractor or traveller has agreed upon travel insurance through PBZ Card, as well as to persons who provide PBZ Card with specialized services (e.g. IT support). Personal data may be submitted to recipients in respect of which PBZ Card has a formal obligation to submit certain data (competent bodies).

Personal data are processed and kept during the period required for the realization of the contracted trip or service, including resolving possible complaints, pursuant to the applicable regulations, depending on which period is longer thereby applying the latest achievements in technical and organisational security of personal data processing.

PBZ Card on its web sites [www.pbzcard.hr](http://www.pbzcard.hr) and [www.pbzcard-travel.hr](http://www.pbzcard-travel.hr) releases and updates information on personal data processing in which, among others, it describes categories of the processed personal data, purposes and the legal basis for data processing, categories of data processors and recipients of personal data and legal basis of data storage period in PBZ Card, as well as a description of the applied technical and organizational security measures. All information related to data processing can also be obtained from the PBZ Card Data Protection Officer.

The travel contractor, that is the traveller or the applicant, has the right at any time, pursuant to the applicable regulations, to request access and transfer, rectification, erasure and restriction of processing of his/her personal data and the right to file an objection with PBZ Card and/or the Data Protection Agency as a supervisory body. PBZ Card reserves the right to request a written confirmation of the request received verbally.

**All inquiries related to the processing of personal data may be filed to the address of the data controller, c/o Data Protection Officer, at the following e-mail address [zop@pbzcard.hr](mailto:zop@pbzcard.hr) or by fax: 01/ 63 63 080.**

**If a contractor agrees upon a trip or provision of services to the third party, he or she is responsible for the availability of such information and is obligated to provide timely information on the content of this Information.**

Zagreb, May 2018