

Privacy Policy

When you visit the perfect-tour.ro website, when you contact us for an offer request or when you appeal to our services, you entrust your information to us. The purpose of this privacy policy is to show you what data we process, why we process them and what we do with them. Being fully aware that your personal information belongs to you, we do our best to store them safely. We do not provide information to third parties without informing you.

By navigating the website perfect-tour.ro or by contacting us and registering with the newsletter, you declare that you have been adequately informed of the processing of the data by completing this document, called "Privacy Policy".

DEFINITIONS & TERMS

Perfect-tour.ro (or the "Site") is a presentation site of SC Perfect Journey SRL, a Perfect Tour franchise. The site is owned and managed by SC Perfect Journey SRL, based in Bucharest, Decebal Blvd. 14, Sector 3, with CIF RO36570606, hereinafter referred to as "Perfect Tour".

According to Law No. 677/2001 and Regulation (EU) 679/2016 (applicable in Romania on 25 May 2018), Perfect Tour is a personal data controller.

"GDPR" represents Regulation (EU) 679/2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC.

"Personal data" means any information relating to an identified or identifiable physical person ("the concerned person");

An identifiable natural person is a person who can be identified, directly or indirectly, in particular by reference to an identification element, such as a name, an identification number, location data, an online identifier, or to one or more specific elements, its own physical, physiological, genetic, mental, economic, cultural or social identity.

The Perfect Tour can change this privacy policy at any time. All updates and modifications to this policy are valid immediately after notification, which we will make by displaying on the site and/or email notification.

QUESTIONS AND REQUESTS

If you have any questions or concerns about the processing of your data or you wish to exercise your legal rights in relation to the data we have or if you have concerns about how we treat any privacy issue, you can write to us at the e-mail address: office@perfect-tour.ro.

WHAT INFORMATION DO WE COLLECT?

1. Information you provide voluntarily

When using the offer application forms on the site, when contacting us by phone or email or communicating with us in any way, you voluntarily give us the information we process. This information includes your name, surname, email address and phone number.

When you subscribe to the newsletter, you voluntarily give us your email address to be used for sending marketing messages.

By giving us this information, we keep them in security and privacy conditions in our database. We do not disclose or transfer information to third parties.

2. Information we collect automatically

When you browse our website, we may collect information about your visit to the site. This information may include the IP address, operating system, browser, browsing activity and other information about how you interacted with the website www.perfect-tour.ro. We can collect this information by using cookies or other similar technologies. You can see what cookies are still reading this page.

WHAT IS THE LEGAL BASIS FOR PROCESSING DATA?

In respect of the data you volunteer by filling in and submitting forms or by contacting us in any way, the legal basis is "taking action at the request of the data subject before concluding a contract" (art. 5 para. 2 lit. (a) of law No. 677/2001) and "to take action at the request of the data subject before concluding a contract" (art. 6 para. (1) lit. B of Regulation (EU) 679/2016).

Both according to current legislation, and according to the GDPR (applicable on 25 May 2018), your consent is not required in the event that processing is necessary for carrying out a contract, fulfilling a legal obligation or legitimate interest.

In respect of the data we collect automatically by using cookies or other similar technologies, the basis for processing is consent. When accessing the site, you validly give your consent to the processing.

FOR WHAT PURPOSES DO WE COLLECT THE DATA?

- To make the necessary arrangements to conclude a contract;
- To answer your questions and requests;
- To defend ourselves against cyber-attacks;
- For marketing activities, but only in the situation where you have given your consent beforehand;
- To provide and improve the services we offer;

To stop receiving promotional messages, you can follow the unsubscribe instructions included in each email;

HOW LONG DID WE STORE THE DATA?

We store personal data only for the period necessary to fulfill the purposes, but not more than 10 years after the last visit to the site or the last interaction with us.

WHO DO WE DISCLOSE YOUR INFORMATION TO?

We will not disclose your information to third parties to be used for their marketing or commercial purposes. However, it is possible to disclose your information to the following entities:

- **Service providers.** We may disclose your information to other companies that provide us with services and act as empowered individuals, such as companies that help us for billing or who send emails on our behalf. These entities are selected with special care to ensure that they meet the specific requirements for the protection of personal data. These entities have limited capacity to use your information for purposes other than providing us with services;
- **Court, prosecution or other public** authorities to comply with the law or in response to a compulsory legal procedure (such as a search warrant or a court decision);
- **Other parts with your consent or instructions.** In addition to the disclosures described in this privacy policy, it is possible to transmit information to third parties to whom you consent or to make such disclosure.

TRANSFERRING DATA TO THIRD STATES?

Currently, we do not transfer your data to States outside the European Union. If we change the policy, we will inform you accordingly, we will present the related warranties and request your consent.

WHAT ARE YOUR RIGHTS?

- Right of withdrawal of consent;

If the processing is based on consent, you can withdraw your consent at any time and free of charge by submitting an email to office@perfect-tour.ro with the subject "consent withdrawal".

- The right to lodge a complaint before a supervisory authority;

- The right to address justice;
- Right of access;

You have the right to obtain from us a confirmation that personal data relating to you or not is being made available to you and, if so, you have the right to access those data.

- Right to rectification;

You have the right to obtain from us, without undue delay, the rectification of inaccurate personal data concerning you. Taking into account the purposes for which the data has been processed, you have the right to obtain the completion of the personal data that is incomplete, including by providing an additional declaration.

- The right to deletion of data ("right to be forgotten");

In situations where data is no longer necessary for the purposes of fulfilling the consent has been withdrawn and there is no other legal basis for processing, you oppose processing and there are no legitimate reasons to prevail regarding processing or personal data have been processed illegally, you have the right to obtain deletion of the data that concerns you, without undue delay.

- The right to restriction of processing;

You have the right to obtain from us the restriction of processing if one of the following cases applies:

- (a) challenge the accuracy of the data, for a period which allows us to verify the accuracy of the data;
- (b) Processing is unlawful and you oppose the deletion of personal data, requesting in return the restriction of their use;
- (c) We no longer need personal data for processing purposes, but you are requesting for the establishment, exercise or defense of a right in court;
- (d) You have opposed the processing in accordance with article 21 (1) of the GDPR for the time interval when verifying that our legitimate rights prevail over your rights.

- Right to data portability

You have the right to receive personal data concerning you and which you have provided to us in a structured, commonly used and readable format, and you have the right to transmit this data to another operator without any obstacles on our part, if:

- (a) The processing is based on consent pursuant to Article 6 (1) (a) or article 9 (2) (a) of the GDPR or on a contract pursuant to article 6 (1) (b) of the GDPR; And
- (b) The processing is performed by automated means.

- The right not to be subject to a decision based solely on automatic processing, including profiling, which produces legal effects that concern you or affects you similarly to a significant extent

You don't have that right if the decision:

- (a) It is necessary to conclude or execute a contract between you and a data controller;

(b) is authorized by union or national law applicable to the controller and which also provides for appropriate measures to protect the rights, freedoms and legitimate interests of the data subject; Or
(c) is based on your explicit consent.

HOW YOU EXERCISE YOUR RIGHTS

To exercise your legal rights, please contact us at our email address office@perfect-tour.ro

PLEASE REMEMBER THE FOLLOWING:

- Time period: We will try to respond to solicitations within 30 days. However, the term may be extended for specific reasons related to the specific legal right or complexity of your application.
- Restricting access: In certain situations, we may not be able to give you access to all or some of your personal data due to legal provisions. If we refuse your request for access, we will inform you of the reason for the refusal.
- Unable to identify you.

In some cases, we may not be able to search your personal data because of the identifiers you provide in your request. An example of personal data that we cannot consult when you provide our name and email address is the data collected through cookies by the browser.

In such cases, in case we cannot identify you as the person you are visiting, we are unable to comply with your request unless you provide additional information to allow identification.

WHAT ARE COOKIES?

A cookie is a small text file that a site saves on your computer or mobile device when you visit the site. Cookies are widely used to make websites functional or for them to function more efficiently, as well as to provide information to the owners of the site.

HOW DO WE USE COOKIES?

The Perfect Tour website uses Google Analytics, a Web analysis service provided by Google, Inc. ("Google") that contributes to analyzing site usage. For this purpose, Google Analytics uses "cookies", which are text files placed on your computer.

Information generated by cookies on the way in which the site is used – standard Internet usage log information (including your IP address) and information on visitor's behavior in an anonymous form – are Transmitted to Google and stored by it, including on servers in the United States. Before being sent to Google, your IP address is encrypted

According to its certification of Privacy shield, Google declares that it complies with the EU-US privacy shield framework. Google may transfer the information collected by Google Analytics to a third party when the legislation so requires or when the third party reworks the information on behalf of Google.

According to the terms of use of Google Analytics, Google will not associate the IP address of users with any other data owned by Google.

You can decline the use of Google Analytics cookies by downloading and installing the Google Analytics Opt-out Browser Add-on.

- Google Analytics Opt-out Browser Add-on: <https://tools.google.com/dlpage/gaoptout>

The Perfect Tour website uses Facebook Pixel, a Web analytics service provided by Facebook that contributes to analyzing site usage. For this purpose, the Facebook Pixel uses "cookies", which are text files placed in your computer.

Information generated by cookies on the way in which the site is used – standard Internet usage log information (including your IP address) and information on visitor's behavior in an anonymous form – are Transmitted to Facebook and stored by it, including on servers in the United States. Before being sent to Facebook, your IP address is encrypted.

According to its certification related to the Privacy shield, Facebook declares that it complies with the EU-US privacy shield framework. Facebook may transfer the information collected by Facebook Pixel to a third party when the legislation so requires or when the third party reworks the information on behalf of Facebook.

In accordance with Facebook Pixel terms of use, Facebook will not associate the IP address of users with any other data owned by Facebook.

Another service that uses cookies is the one of Live Chat. If you want to contact us via Live Chat, the service will use a cookie to identify you by name, email and IP address.

HOW COOKIES CAN BE CONTROLLED

You can control and/or delete cookies as you wish. You can delete all cookies that are already on your computer and you can configure most browsers to prevent their placement.

- All about cookies: <https://www.consilium.europa.eu/en/about-site/cookies/>

MANAGING COOKIES IN YOUR BROWSER

Most browsers allow you to:

- See which cookies you have and delete them individually
- Block third party Cookies

- Block cookies of certain sites
- Block the setting of all cookies
- Delete all cookies when you close your browser

If you opt for the deletion of cookies, you should consider that any preference will be lost. Also, if you block cookies completely, numerous sites (including ours) will not function properly. For these reasons, we do not recommend that you completely block cookies when you use the Perfect Tour site.