



LOT Manar, 22000 Marrakech  
21, 1862 XP Bergen, The Netherlands

## **PRIVACY & COOKIE STATEMENT Travel Magical Morocco**

With this privacy statement, we inform you, among other things, about what type of personal data we collect, what your data is processed for, and what rights you have.

### **BOOKING**

If you wish to book for other persons, you must be authorized to do so by that person.

What data do we collect from you?

When you book a trip, the information you provide is recorded by us. We collect data including:

- Name, address, place of residence, telephone number, e-mail
- Date of Birth
- Payment Details
- Diet information (if you want to provide it)
- Necessary medical information (if you want to provide it)
- Details of the booked trip
- Company name and policy number of your travel insurance
- Passport Details

### **What do we use the data for?**

- Your details are required to make requests, to provide you with information about your trip, for relevant communication regarding the booking, for the proper execution of the trip, and to handle the booking and payment.
- Your dietary information will be shared with the hotel or other travel service providers who provide meals and if this has a medical or religious reason only with your consent.
- Insofar as you permit for this, your medical data will be shared with the travel service provider who needs to be aware of this and provision is necessary for the needs you indicate, your safety, or the safety of third parties.
- Name and address details, bank details, and details about the booked trip, costs, and payment are processed for accounting, debtor administration, and collection actions.
- Your data may be used for a legitimate interest of the company or third parties, such as handling complaints, disputes, and legal claims, insofar as your interest should not prevail.
- We process the company name of your travel insurer and your policy number to check whether you have travel insurance because it is mandatory.

### **Basis**

We collect your data for the execution of the agreement we have with you. In addition, data is processed based on the legitimate interest of the company and third parties, insofar as your interests should not prevail. Furthermore, data is collected to comply with legal obligations, including in particular the obligation to keep accounts. You must give explicit permission for

the processing of your dietary data/medical data.

#### **How long do we keep your data?**

- Unless otherwise specified, personal data will be kept for a maximum of two years after the trip.
- Medical data will be deleted 30 days after travel.
- Insofar as data is necessary for the tax administration, this data will be kept for the applicable mandatory period (usually 7 years).
- The above retention periods can be deviated from due to a legal obligation or a legitimate interest of the company or third parties, insofar as your interest should not prevail. Data can be kept in the event of complaints, possible disputes or legal claims for up to 2 years after the complaints, dispute, or legal claims have been settled.

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#### **Who do we share your data with?**

- We make your data available to travel service providers if and insofar as this is necessary for the proper execution of the trip, to look after the needs indicated by you, for your safety, or the safety of others.
- External processors such as the booking system, the accounting system, the e-mail system, the accounting system, and for payment and collection are used when processing data.

#### **Transfer to a third country or international organization outside the EU?**

If your trip takes place outside the EU, the necessary personal data will be passed on to local travel service providers outside the EU based on the execution of the (travel) agreement with you. The travel service providers themselves are responsible for the correct processing of your data and are bound by the privacy rules that apply in that country.

### **TRAVEL EVALUATION**

#### **What data do we collect from you?**

We collect information including your name, the trip purchased, your reviews of the trip, your other feedback or information you provide in the trip evaluation.

#### **What do we use the data for?**

- We use the data for internal evaluation.
- We use the data for evaluation and feedback to the relevant travel service provider.

#### **Basis**

We collect your data based on the execution of the agreement that we have with you. In addition, data is processed based on the legitimate interest of the company and travel service providers in a thorough evaluation of its products or services, insofar as your interests should not prevail.

#### **How long do we keep your data?**

Data in the evaluation is kept for 2 years after the trip.

#### **Who do we share your data with?**

External processors such as a survey company are used to carry out the evaluation. The data may be passed on to the travel service provider. Depending on the situation, this is done anonymously.

### **NEWSLETTER**

**What data do we collect from you?**

We collect information including your name and email address.

**What do we use the data for?**

When you subscribe to the newsletter or are a customer with us, your data will be used to send you the digital newsletter. We ask for your name to personalize the salutation of the newsletter.

**Basis**

If you are not yet a customer, we will process your data insofar as you have given us permission to use or send the newsletter. If you are already a customer, we will send you a newsletter based on the company's legitimate commercial interest in sending the most current travel offer to its customers.

**How long do we keep your data?**

Your data will be kept for these purposes until you unsubscribe. You can unsubscribe at the bottom of every newsletter.

**Who do we share your data with?**

We use an external mail program to send the newsletter.

**COOKIES & PROFILING****What data do we collect from you?**

With your permission, we collect data about your surfing behavior and preferences. Tracking cookies and scripts are used for this. We hereby collect your IP address.

**What do we use the data for?**

This data is used to build profiles so that we can show you targeted advertisements and offers more relevant to you.

**Basis**

The data will only be processed based on your consent.

**How long do we keep your data?**

Your profile will be saved no later than 6 months after the last website visit.

**Who do we share your data with?**

Your profile is stored with an external analytics service.

**COMPLAINTS ABOUT THE TRIP****What data do we collect from you?**

We collect data including your name, the purchased trip, the complaint, and other information that you state in the complaint.

**What do we use the data for?**

- We use the data for the internal evaluation of the complaint.

- If the complaint relates to the execution of the trip, we use the data to provide feedback to the travel service provider involved with the request for a response to the complaint.
- Your data may be used for a legitimate interest of the company or third parties, such as disputes and legal claims, insofar as your interest should not prevail.

### **Basis**

We collect your data based on the execution of the agreement that we have with you. In addition, data is processed based on the legitimate interest of the company and travel service providers in a thorough complaint assessment and complaint handling, insofar as your interests should not prevail.

### **How long do we keep your data?**

Data relating to the complaint will be kept for 2 years after the complaint has been settled.

### **Who do we share your data with?**

If applicable, relevant data and details about your complaint will be passed on to and discussed with the travel service provider, our lawyer, and/or insurer and dispute settlers.

## **SECURITY**

### **How do we secure your data?**

We take all appropriate organizational and technical precautions to protect your data and require third parties who process your data for us to do the same. This means, among other things, that:

- access to your data is limited to persons who are supposed to process this data due to physical and digital access restrictions.
- our network, data storage, and data transport are secured and, where appropriate, encrypted, under current security standards.
- login and user activities are logged to be able to identify unlawful processing.
- we train our employees and promote a privacy culture.
- the privacy policy is evaluated annually for effectiveness.

## **YOUR RIGHTS**

Your rights:

- You have the right to view your data and the right to correct your data.
- You have the right to have us erase your data insofar as
  - they are no longer necessary for the purposes for which they were collected and for compatible purposes, or;
  - the processing is based on your consent and you withdraw that consent and there is no other legal ground for the processing, or;
  - the processing is based on a legitimate interest of the company or third parties, you object to the processing and your interest prevails over legitimate interests of the company and third parties.
- You have the right to restrict the processing.
- You have the right to a digital copy of the personal data you have provided to us.
- You have been given the right to withdraw consent.
- You have the right to object to the processing of your data because of your specific situation, insofar as the processing is based on the legitimate interest of the company or third parties.
- You have the right to object to the use of your data for direct marketing purposes including profiling.
- You have the right to complaint with the Autoriteit Persoonsgegevens.

You can send a request to the e-mail address or postal address below. To help us process your request, you must be able to identify yourself.

### **AMENDMENTS**

We need to adjust this privacy statement from time to time, for example, due to changes to the website, changed processing purposes, changed working methods, or changing regulations. We will change the content of the statements unilaterally and without prior notice.

### **QUESTIONS, COMMENTS & COMPLAINTS**

If you have any questions, comments, or complaints about how we handle your data, we would like to hear from you via the email address below. We will respond as soon as possible, but no later than 4 weeks.

### **RESPONSIBLE FOR PROCESSING**

The company below is the controller within the meaning of the Algemene Verordening Gegevensbescherming.

COMPANYNAME: Travel Magical Morocco

ADDRESS: J.M. Graadt van Roggenweg 21, 1862 XP Bergen NH, The Netherlands

EMAIL: info@travel-magical-morocco.com

### **COOKIE POLICY**

Cookies are files that a website puts on your computer, tablet, or smartphone and sends data back to the website that places it. You can always delete cookies in your Internet browser and also set whether you want to accept or block cookies. Below we will explain which types of cookies are used on our website.

**Cookienname:** \_gat\_gtag UA-69550626-1 Google Analytics - Statistics

**Type cookie:** analytical

**Duration:** 14 months

#### *Functional and analytical cookies*

Functional cookies are used to make the website function properly. To be able to adapt our website to the general wishes and interests of the visitor, we use analytical cookies. These cookies enable us to see how the website is used, which pages cause problems for visitors, which are interesting, and so on. This information is important to us to continue to develop a pleasant website experience for you. We measure visitor information on the website with [Google Analytics].

#### *Tracking cookies*

When you visit our website, you will be asked for permission to place tracking cookies and use the information. We use tracking cookies to measure your preferences based on your surfing behavior. This enables us to display personalized advertisements after you visit our website. You can find out more about these types of banners on the website [ [www.youronlinechoices.com/nl/](http://www.youronlinechoices.com/nl/) ]. You can also find this in your browser settings. You will also find an information icon in the banners that allows you to no longer allow these banners.

#### *Third-Party Cookies*

When using our website, other parties [such as Facebook/Twitter] may place cookies after you have agreed to this. For an explanation of these cookies, we refer to the privacy and cookie

statement of these parties.

More information about cookies can be found on the website of the consumer association:  
<https://www.consumentenbond.nl/internet-privacy/wat-zijn-cookies>