

Privacy statement Amadeus Leisure IT GmbH for the website [trusted-reviews.com](https://www.trusted-reviews.com) and the service “Trusted Reviews”

Summary of the processing of personal data

Data controller	Amadeus Leisure IT GmbH
Purposes, for which the personal data are processed	<p>Trusted Reviews help travelers to obtain information about their holiday destination and make the right booking decisions.</p> <p>What is special about Trusted Reviews: these reviews are only from guests who veritably traveled. Only travelers who stayed at a certain hotel are able to rate this hotel.</p> <p>We process your personal data to allow the service mentioned above by providing the website for Trusted Reviews and to display the website www.trusted-reviews.com.</p>
Legal basis for the processing	<p>We will only process your personal data if we are entitled to by the EU General Data Protection Regulation (GDPR). The legal bases are contained in Article 6 of the GDPR. We may process your personal data for example when</p> <ul style="list-style-type: none"> - it is necessary for the performance of a contract, or in order to take steps prior to entering into a contract, or - we have a legitimate interest in the processing. <p>In the following privacy statement we explain in detail why we process your personal data and on which legal base.</p>
Recipients of the personal data	Amadeus, and – if the service Trusted Reviews is concerned – the respective travel agent through which you have booked the travel.
Rights of data subjects	You are entitled to obtain information about the personal data relating to you as well as to rectification or erasure or to limitation of the processing and a right of objection against the processing as well as the right to data portability. The right also exists to lodge a complaint at a supervisory authority.

Purpose of the privacy statement

We, the Amadeus Leisure IT GmbH, take the protection of your personal data very seriously and we strictly adhere to the rules of the data protection laws.

On this website personal data is collected only to the extent that is technically necessary.

In no case the collected data is sold or transmitted to third parties for non-commercial purposes.

Name and address of the data controller

The data controller within the meaning of the EU General Data Protection Regulation ("GDPR") and other national data protection laws of the member states as well as other data protection provisions is:

Amadeus Leisure IT GmbH
Carlo-Schmid-Str. 12
D-52146 Würselen/Aachen
Phone: +49 (0)2405 4484 0
Fax: +49 (0)2405 4484 90
Email: aah-post@amadeus.com

Managing Directors:
Kai-Uwe Golla (Chairman)
Marcus Hirmer
Local Court of Aachen HRB 15873
VAT-ID No. DE121688355

If you have any questions relating to this Privacy Statement, please contact us by e-mail at aah-hotelbewertungen@amadeus.com.

Contact data of the data protection officer

The data protection officer of the Amadeus Leisure IT GmbH can be reached by normal mail to

Datenschutzbeauftragter
Amadeus Leisure IT GmbH
Carlo-Schmid-Straße 12
D-52146 Würselen/Aachen
Germany

or by email at datenschutz@amadeus.com.

General information

We would like to initially give you a general overview of the contents of our privacy statement.

It is very important to us that you get all required information about data protection in an easily comprehensible and transparent way.

As you are probably aware of, a modern website that equally reflects the requirements of the user and the website operator only works when personal data are processed. So we initially explain what personal data are. Then you will learn which personal data we process in the context of both this website and our Trusted Reviews.

What are personal data?

Personal data is any information, which refers to an identified or identifiable natural person. This is therefore all data, which identifies you as an individual or makes you identifiable. For example name, postal address, telephone number, email address.

The processing of personal data is only carried out if this is permitted by statutory regulations.

Which personal data do we process during the usage of the website www.trusted-reviews.com?

With opening and the mere informational use of our website, i.e. if you do not register or otherwise send information, we will only collect the personal data, which your browser transmits to our server. We collect the following data, which are necessary for us from a technical point of view in order to display our website to you and to guarantee the stability and security. Herein also lies our legitimate interest in the data processing, the legal basis is Art 6 Para. 1 S. 1 lit. f GDPR:

We collect the following information on the usage of the website:

- Browser type/version
- Used operating system
- Referrer URL (previously visited page – only when linking to our website)
- Host name of the accessing computer (IP address)
- Time of the server request
- The corresponding smartphone model in case of mobile access.

These data are not merged with other data sources, moreover, the data are deleted after a statistical evaluation.

We will automatically delete your data, which are necessary for the operation of our homepage, within 5 days after the respective session was ended, i.e. after you closed the browser window.

Processing of personal data in the context of Trusted Reviews

The company through which a travel was booked is the “travel mediator”. We cooperate with different travel mediators. We offer them our service Trusted Reviews. Trusted Reviews offers the travel mediators' customers the opportunity to comprehensively evaluate a trip. The rating takes place by means of filling in a questionnaire. If you receive an email from us or from one of the travel mediators that cooperate with us within the framework of the Trusted Reviews program, you have the opportunity to complete a questionnaire on this website particularly set up for this purpose. If you receive an email directly from us, we have received your email address as well as your name from the respective travel mediator through which you booked your trip. The questionnaire allows you to comprehensively evaluate your holiday experience. Participation is voluntary.

If you decide to fill in the questionnaire, we process the following technical and personal data:

- Your IP address
- Type and version of your browser
- Operating system
- Time of the access
- In case of mobile access the respective smartphone model

To be able to carry out the Trusted Reviews and to send an email invitation for Trusted Reviews, we process the following personal data:

- Name (first and surname)
- Email address
- Booking number of the respective trip

Source of these personal data is the travel mediator through which the trip has been booked. We transmit these data – if you send the Trusted Reviews – including the rating to the travel mediator. At the end of the questionnaire we ask you to indicate a name. This name is published under your review. We recommend that you use a pseudonym. In addition to the indication of a name we also query the following abstract information:

- Name of the tour operator
- Age (but not the exact age, only different age groups)
- Gender
- How you traveled (e.g. as couple or single)
- If children traveled with you
- The travel period and duration of the trip

Moreover, it is possible to enter a free text for individual reviews. It should not contain any personal information about third persons. Such information can violate a right of personality.

To round off your review you have the opportunity to upload photos. We ask you not to upload photos on which persons are clearly identifiable. You should only upload photos which you took yourself and for which you own the copyright.

The review of the trip you submitted and the abstract information indicated in the final information mask are transmitted to the respective travel mediator of the reviewed trip.

The travel mediator has the opportunity to publish the reviews and the photos you uploaded on his website.

The objective of the questionnaire is not to draw conclusions to you personally and to your travel habits. The reviews generated from the questionnaire shall give persons who are interested in booking a certain trip the opportunity to view opinions and impressions of other travelers about the travel services. Hereby it is possible to get a comprehensive impression of the hotel and the surroundings prior to the booking of a trip.

The legal basis for the processing of these data is Art. 6 Para. 1 lit. b) GDPR.

The transmission of your Trusted Review questionnaire only takes place if you confirm on the website that you have read and accept the general terms of use. The processing of personal data is necessary to carry out and display the Trusted Reviews.

By using the questionnaire, we and the travel mediators get a reliable evaluation and assessment of holiday experiences. The personal data processed by us to carry out the Trusted Reviews will be anonymized after five years. After expiry of this period only the submitted review with the name pseudonym you used will be stored. All personal data are deleted.

We store the personal data for this period in case of a claim by a third party. The personal data allow us – in case of a claim by a third party – to effectively clarify the facts and a possibly necessary legal defense or prosecution.

We store the photos you uploaded for five years. They will be deleted after this period.

If you do not wish to receive any further emails regarding our Trusted Reviews in future, you have the opportunity to explain your opposition in the email you received from us or our partner, the respective travel mediator. You can prevent another participation by means of an opt-out in the email.

Security

In order to guarantee the protection of the personal data controlled by us, we take all organizational, technical and administration-related measures to a reasonable extent. Unfortunately, no 100% security can be guaranteed for data transmissions via the internet or for data storage systems. Please do not send us any confidential information by email. If you have cause to assume that your interaction with us is no longer secure (if, for example, you are convinced that the safety of an account, which you have set up in our company, is no longer guaranteed), you must inform us of the problem without delay by contacting us using the contact information on the website (please note that if you contact us by normal post the processing of your problem by us may be delayed). Moreover, please note that the communication by email is not inevitably secure. Accordingly, you should not enter any credit card information in your email correspondence with us.

Rights of the data subjects

According to the GDPR you are entitled to the following rights against us:

- Right of access pursuant to Art. 15 GDPR
- Right to rectification Art. 16 GDPR
- Right to erasure (“right to be forgotten”) Art. 17 GDPR
- Right to restriction of processing Art. 18 GDPR
- Right to notification Art. 19 GDPR
- Right to data portability Art. 20 GDPR

The following link leads you directly to the text of the GDPR law:

<http://eur-lex.europa.eu/legal-content/DE/TXT/HTML/?uri=CELEX:32016R0679&rid=1>

Separate information relating to the right of the data subject to file an objection Art. 21 GDPR

You have the right, for reasons, which arise from your special situation, to file an objection at all times against the processing of the personal data relating to you that is carried out owing to Art. 6 Para. 1 lit. e or f GDPR; this shall also apply to a profiling that is supported on these provisions.

We will no longer process the personal data relating to you, unless we can proof essential reasons worthy of protection for the processing, which outweigh your interests, rights and freedom, or the processing serves the assertion, exercising or defense against legal claims.

If the personal data relating to you are processed in order to conduct direct advertising you have the right to file an objection against the processing of the personal data relating to you for the purpose of such advertising at all times; this shall also apply to the profiling insofar as it is associated with such direct advertising.

If you object to the processing for purposes of direct advertising then the personal data relating to you will no longer be processed for these purposes.

Right to lodge a complaint at a supervisory authority

Irrespective of any other legal remedy under administrative law or in court you are entitled to the right to lodge a complaint at a supervisory authority, in particular in the member state of your habitual residence, your place of work or the place of the alleged infringement if you are of the opinion that the processing of the personal data relating to you breaches the GDPR.

The supervisory authority, at which the complaint was lodged, will inform the complainant about the status and the results of the complaint including the possibility of a legal remedy in court according to Art. 78 GDPR.