

Privacy Policy

A: Identity of the company/ controller

Flight Store LTD
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B: Scope of this Privacy Policy

The Privacy Policy of Flight Store LTD applies to the personal data that Flight Store LTD collects and processes.

Flight Store LTD always informs its customers in a clear manner for which purpose the personal data are collected. This Privacy Policy is a transparent summary that explains how we use, collect, manage, process and share the personal data of the customers.

C: Legal framework

This Privacy Policy is subject to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

D: Personal data security

Flight Store LTD collects your personal data only for explicit and legitimate purposes, for example when you book a flight with us or when you use our services. We keep certain personal data, in particular the information with which we can identify you.

We commit ourselves to take all reasonable measures to safely collect, process, store and share your data. We also ensure that the companies we work with will handle your personal data with the same carefulness as we do. Flight Store LTD always communicates how your personal data will be used.

E: Overview of the stored data

Flight Store LTD commits itself to request only the personal data that are necessary to achieve its purpose.

As a result, we may collect and process the following information about you:

- name, first name, email, telephone, address;
- nationality, date of birth, place of birth, gender, the type of your travel document (e.g. passport or ID), eID number, the issue date and the expiry date, the country of issue of your travel document;
- information about other passengers in your booking such as first name, name, nationality and age;
- information about your transaction, including your payment card details;
- information regarding your flight(s) and information about our services in relation to your flight(s) (for example declaration of lost baggage);
- your communication with us (for example your emails, letters, calls etc.);
- your messages on social media directed at Flight Store LTD;
- your feedback;
- your preferred departure locations;
- if you need special help or if you have specific dietary requirements;
- information about your health, if you have a medical condition that may affect your flight;
- sensitive personal information: during the provision of services to the customer we may need information regarding your race or ethnic origin, physical or mental health and your religious beliefs. Such information is considered as sensitive personal data under data protection laws. We will collect this kind of information if you have explicitly given your permission, when this information is necessary for reasons of general interest or if you have knowingly disclosed this information.

Sensitive personal data can be collected in the following circumstances:

1. if you have a specific medical condition, you must inform us about it and, if necessary, provide a medical certificate for your own safety
2. if you request special assistance during a flight, for example if you need a wheelchair
3. if you notify us of specific dietary requirements, this may refer to specific religious beliefs
4. when you provide us your travel document, your racial or ethnic origin can be deduced on the basis of your nationality

By sharing sensitive personal information with us, you explicitly agree that we are allowed to collect and use this information in accordance with this Privacy Policy, so that we can provide our services.

If you do not allow us to process sensitive personal data, this can have as a consequence that we cannot provide the services you have requested or that we can only partially provide the services. Please note that in such circumstances you are not entitled to reclaim any payment.

F: Processing purposes

Flight Store LTD uses your personal data for the following purposes:

- to manage your travel bookings and to deliver our services to you;
- to communicate with you;
- to issue your flight tickets, to check you in for your flight and to complete your reservations (e.g. hotels, restaurants, transport). We also use your personal information to change your bookings when you request for such changes;
- to let you know if there are any changes to the flights or if there are other circumstances that may affect your travel plans, such as road works at an airport you use;
- to contact you by email and/or SMS for administrative or operational reasons, for example to send you a confirmation of your bookings and payments, to inform you about your travel schedule or to advise you about possible delays and changes to your flight(s).
- to request for your feedback by email and/or SMS, since your opinion is of great importance to us;
- to understand what you find interesting, we can collect information about how you use our website, which pages of our website you visit the most and which flights you are looking for. We may use this information to send you relevant messages that we think you may like.
- to adapt our services to your needs and preferences and to offer you a personalized customer experience;
- the business purposes for which we will use your information include accounting, invoicing and audit, credit card or other payment card verification, fraud screening, security, legal purposes, statistical and marketing analysis, system testing, maintenance and development.

G: Secure processing

We commit ourselves to take appropriate technical and organizational measures to protect your personal data against unauthorized or unlawful processing and against unintentional loss, destruction or damage. When you provide your personal information on our website, this information will be transmitted securely over the internet by the use of high-quality encryption. For the processing of information of the travelers and the customers, Flight Store LTD uses software which is PCI DSS compliant. This means that we meet the high security standards to protect your payment card data when you provide us with this information.

As described in this Privacy Policy, we may share your personal data with third parties in the cases where it is necessary for the provision of our services. When Flight Store LTD shares your personal data with third parties, we require these third parties to take the appropriate technical and organizational measures to protect your personal data.

However, sometimes we will have the obligation to share your personal data with third parties, for example with border control and airport security. This is to keep you and your fellow travelers safe. In these exceptional cases, we have limited control over how the personal data are protected by that third party.

If your personal data are transferred outside the EEA (the European Economic Area includes the

European Union, Iceland, Liechtenstein and Norway, also known as the “EEA”), we require that appropriate precautionary measures have been taken.

H: Right to object to processing

Flight Store LTD always provides you in a clear and understandable way the methods in which your data are processed.

You have the right to object to the processing of your personal data due to your specific situation, at any time. Flight Store LTD ceases to process the personal data unless we point out overriding legitimate reasons for the processing that outweigh your interests, rights and freedoms.

I: Obligation to report in case of data leaks

In case of a data breach where there is a risk for the violation of the rights and freedoms of the individuals, Flight Store LTD promises to report as soon as possible to the supervisory authority and this no later than 72 hours after the first discovery of the data leak.

If the data breach is likely to pose a high risk to your rights and freedoms, Flight Store LTD will immediately report the data breach to the customer whose personal data is leaked.

J: Right to request access to your own personal data, right of rectification and the right to be forgotten

You have the right to request access to your own personal data. You also have the right to consult the booking information regarding the flights you have taken with us.

At the request of the customer, personal data can be rectified. If the information we have about you is not correct, please have it amended as soon as possible. This can be done by contacting Flight Store LTD. We will update the data then as soon as possible. The contact details of Flight Store LTD can be found on our website: www.the-flightstore.com

At the request of the customer, certain data can be deleted, but always taking into account the storage period and the necessity of the data for the execution of the contract. As a result, the personal data will be deleted as soon as possible on condition that there are no justified reasons to keep them up-to-date.

The starting point is that only data provided by the customer or data provided in his order can be corrected or deleted.

If you have questions concerning your personal data, please contact us.

K: Retention period of personal data

Flight Store LTD stores your personal data for a period of seven years from the invoice date. At the end of the retention period or on a valid request of the data subject, the personal data will be deleted, unless there are reasons of public interest to keep the personal data for a longer period.

L: Right to data portability

You have the right to request for your personal data with the aim to switch to another service provider. The Flight Store LTD promises to provide the personal data in a structured and readable form.

When the client exercises the right of data portability, he has the right to ask that the personal data, if technically possible, are directly transported from The Flight Store LTD to the other service provider.

M: Cookies or other tracking technologies

Flight Store LTD uses no cookies or any tracking software on our website.

N: Questions

Questions, comments and requests regarding this Privacy Policy are welcome and can be addressed to travel@the-flightstore.com

If you have a complaint related to the exercise of your rights, you can contact us at any time. The contact details of Flight Store LTD can be found on our website:

www.the-flightstore.com