

## Confidentiality

According to the requires of the Law No. 677/2001 about the identity protection concerning personal data processing and free communication of this data, modified and supplemented, and to the Law No. 506/2004 about personal data processing and protection of the personal life in electronic communication area, SC Paloma Tours SRL has the obligation to safely use personal information of yourself or of any other member of your family only for specific purposes.

**As a result of 2016/679/UE Regulation implementation, starting with the 25<sup>th</sup> of May 2018 about the protection of personal identity concerning the personal data processing and the free communication of this data, we have updated the personal data processing agreement. The way in which we take care of your personal date using them only for academic, touristic and strict informational purposes is also our responsibility. Your consent is valid until you retreat it. Your consent can be given or retreated just by sending an e-mail to the address [gdpr@palomatours.com](mailto:gdpr@palomatours.com); the address can be used for obtaining any other information.**

The purpose of collecting the date is to promote our products and services addressed directly to our customers, individuals, and to promote our offers by marketing means – like news-letters.

In organizing a congress or developing a project we need your personal data for offering personalized services by Paloma Tours. For medical congresses the personal information allows us to give/receive touristic or congress concerned offers/products. The recorded date is utilized only by the operator and this are communicated only to SC Paloma Tours SRL in order to fulfill the job attributions.

Paloma Tours uses the personal data for: touristic services in order to offer touristic packages in our country or abroad, finishing orders, contracts, tax documents and all categories of documents needed for traveling, payments/ encashment on-site in standard secured conditions for this type of transactions, solving requests, answering questions or complaints from the customers, contacting the customers (via mail, e-mail, fax, phone or any other communication means), registering the customers data in order to offer discounts or fidelity benefits, giving the personal data to contractual partners or other intern or extern touristic packages suppliers in order to provide the touristic packages requested or to register the customer to a medical congress.

Paloma Tours can hold customers or possible customers data (like – a request or a filled in form). On this documents the data that can be mentioned are: name and surname of the tourists, name and surname of other members of the family or other people named in the contract between the supplier and the customer, personal register number, ID data (B.I./C.I./passport), date of birth, sex, citizenship, phone no./fax, address (home/residency), e-mail, profession, work place, specialization, information about the way in which the customer uses the provided services or any other information provided by the customer.

Any information provided by the customer of SC Paloma Tours SRL as a tourist or as a congress participant when accessing and using our website or when signing the contract will represent his/hers consent that the personal data will be used by SC Paloma Tours SRL according to the purposes mentioned above.

According to No. 677/2001 Law, you have the right to be informed (art 12), the right to interfere on the data (art 14), the right to interpose (art 15), the right to not be subdued to an individual decision (art.17) and the right to address yourself to the law (art18).

Also, you have the right to oppose your data to be processed and to ask for the erase of your data. To exert this right, you can address yourself on a written request with your signature and the date of the request to SC Paloma Tours SRL at the address Preot Vasile Lucaciu, nr. 60, Sector 3, Bucuresti or to the email

[gdpr@palomatours.com](mailto:gdpr@palomatours.com) . To the same address you can ask your data to be updated, corrected or erased from our data base or also to ask about the way in which this date is managed.

All SC Paloma Tours SRL activities are in character with the laws in force concerning the personal data and also with all special stipulations about the protection of personal data on internet.

### **Personal data**

SC Paloma Tours SRL does not store data about credit cards; this are automatically erase from our data base once the reservation is processed. So, each time you use our services you will be asked to introduce the data needed for the payment.

The personal data introduced in our system, **SC Paloma Tours SRL** applies the SSL encrypted data (Secure Socket Layer), securing the date transmission of your personal data when accessing our site.

### **Newsletter**

Newsletter is a free tool that SC Paloma Tours SRL provides by e-mail to the customers who wants to know all company offers or our partners offers. The subscription to our newsletters is made only at the customer request (on the main page of our web site or during an event on spot), and the unsubscription is made also at the customer request by a click on the corresponding link on each newsletter sent.

### **Card payment security**

Nowadays, the credit cards are some of the most utilized means of payment on the market. This save the owners from transporting amounts of money, also save the time spent at the bank in order to make a payment. Against some opinions the credit cards improve the security of the transaction. The banks and the suppliers of this means of payment develop new means for securing the payments trying to prevent the frauds. Some of this means wide-spread are the CVC / CVV cods (cod made by 3-4 numbers, on the back of the credit card) or the 3D Secure protocol, both used on the internet transactions. On the payment processing market there are virtual solutions like EMS (European Merchant Services). SC Paloma Tours SRL processes the payments made for taxes and accommodation and also for taxes applied to processing them.

### **3D Secure**

3D Secure is an antifraud system used for increasing the security of the internet transactions. This connects the payer with the bank which provides the services in order that the bank confirms the identity of the user and after that to approve the payment. This 3D Secure system will ask additional information (like the password chosen by the possessor of the card after the card issue) while processing the payment.

So, when the user makes a reservation on our web site, when trying to pay he/she will be requested to introduce this information known only by the owner; information that will be transmitted to the bank which will approve/reject the transaction.

The bank authorization will allow the process of reservation, while the rejection will stop the process. On this situation on your desktop will be displayed the reason why the transaction was rejected. We recommend you to contact the bank which provides you the services to obtain further information about this system if you find yourself in position of payment rejection or any other problems concerning the payment. Now 3D Secure is provided by two of the biggest card suppliers: VISA and MasterCard. For VISA it works as "Verified by VISA", while MasterCard uses "MasterCard SecureCode".

**How the payment is made?**

On the first step the customer is asked to give the credit card details. This will be then send to the bank which provides you the services by the payment center to be analyzed. If the "Verified by VISA" or "MasterCard SecureCode" services will be accepted, it will be displayed next to the signature of the payment organization the request of introducing the password of the credit card. If this password is correct the bank approves the payment. If it is rejected the process will be stopped immediately. After authentication the transaction can be confirmed. For this transaction a connection between the user and the web site is needed and it is developed by SSL technology above described (this kind of connection is marked by a locker icon located on the status bar). SC Paloma Tours SRL operates this way starting with the process of data providing and ending with the reservation confirmation.

**Observation:**

*Any person has the right to oppose for legitimate reasons to personal data processing. This right can be excluded by some legal reasons (like data processing made by fiscal and financial services, by police, by justice, by social security). So, this mention can be applied if it has a compulsory character; any person has also the right to oppose freely and without giving any reasons to any data process used for direct marketing.*