

PRIVACY STATEMENT BASE2GO

With this privacy statement we inform you about the personal data we collect, the purposes for which such data is processed, and the rights you are entitled to under the General Data Protection Regulation (GDPR).

BOOKING

If you wish to make a booking on behalf of other persons, you must be duly authorised by those individuals.

Which data do we collect from you?

When you book a trip, the following data you provide is processed by us.:

- name, address, place of residence, telephone number, email address
- date of birth,
- payment details,
- dietary information (if provided),
- necessary medical information (if provided),
- details concerning the booked trip,
- insurance policy number of your travel insurance.

For what purpose do we use the data?

Your data is necessary to process requests, provide you with information about your trip, maintain communication regarding the booking, ensure proper performance of the travel contract, and handle the booking and payment.

Your dietary data will be shared with the hotel or other travel service providers responsible for meal services.

Where you have provided consent, your medical data may be shared with the relevant travel service provider to the extent necessary to accommodate your stated needs or to ensure your safety or that of others.

Identification and payment data, as well as information regarding the booked trip, costs, and payments, is processed for purposes of accounting, debt administration and debt collection.

Your data may also be used for the legitimate interests of the company or third parties, such as handling complaints, disputes, or legal claims, insofar as your interests do not override those legitimate interests.

Legal basis

We process your data on the basis of the performance of the contract concluded with you. In addition, data is processed on the basis of the legitimate interests of the company or third parties, insofar as your interests or fundamental rights and freedoms do not override these interests. Data may also be processed to comply with legal obligations, in particular the statutory obligation to maintain proper tax administration. For the processing of your dietary or medical data, the lawful basis is your consent.

Data retention period,

Personal data will be retained for a maximum of two years after the trip, unless specified otherwise. Data required for tax administration will be retained for the statutory retention period (usually 7 years).

With whom do we share your data?

Your data is made available to travel service providers whenever necessary for the proper performance of the travel contract, to accommodate your indicated needs, or to ensure your safety or that of others.

In processing data, we also use external processors, such as the booking system, accounting software, email system, administrative services, and payment or debt collection processors.

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 transferred to local travel service providers outside the EU on the basis of the performance of the (travel) contract concluded with you. Such providers are themselves responsible for the correct processing of your personal data and are subject to the privacy rules applicable in that country.

ENQUIRY FORM

If you fill out the enquiry form, we will process your name, nationality, e-mail, age, gender, telephone number and the motivation for participating which you state in the form. We will process the data based on your consent and our legitimate interest to assess whether you fit to the trip and whether Trip fits to you. Also we will make you an offer and contact you about it. If you book the trip we will process the data for execution of the booking. If you choose not to book we will keep the data to have your information at disposal next year if you would opt to book.

TRAVEL EVALUATION

We collect data including your name, the trip purchased, your evaluations of the trip, and any additional feedback or information you include in the travel evaluation. We use this data for internal evaluation and for providing feedback to travel service providers. We process the data for the performance of the contract and legitimate interests in service improvement. Data are retained for two years after the trip. Data may be shared with survey providers or travel service partners, possibly in anonymised form.

NEWSLETTER

We collect your name and email address to send our digital newsletter. If you are not yet a customer, we process your data on the basis of your consent. If you are a customer, we rely on legitimate interest. Data are retained until you unsubscribe. Distribution is managed via an external mailing service provider.

BROCHURE

We collect your name, address, and place of residence (for printed brochures) or your name and email (for digital brochures). The data is used solely to send you the requested brochure and are deleted after dispatch, unless lawfully used for other stated purposes.

PHOTO'S AND VIDEO'S

By participating on the Trip you agree that you are photographed and filmed in public space and shared facilities and that you may appear in online social media productions of the influencers or of online or offline marketing/publications of the Organiser. This extends to images and use thereof that you may reasonably expect. It does not extend to your private space/room and does not extend to images or publication that is indecent.

COOKIES & PROFILING

With your consent, we collect browsing data, preferences, and IP address to build user profiles for targeted advertising. Data is retained for up to six months. Processing is based on consent. Profiles are stored with an external analytics provider.

COMPLAINTS ABOUT THE TRIP

We collect data including your name, the trip purchased, the complaint, and other details you provide. Data is used for internal review, legal disputes and feedback to travel service providers. Legal basis: performance of the contract and legitimate interest. Data is retained until two years after the final dispute resolution. Data may be shared with service providers, legal counsel, insurers, or dispute bodies.

SECURITY

We apply organizational and technical measures to protect personal data, such as restricted access, encryption, logging, staff training, and annual policy evaluation.

YOUR RIGHTS

Under the GDPR, you have rights of access, right to rectification, right to erasure, right to restriction of processing, right to data portability, right to withdraw consent, right to object (including objection to direct marketing). You may also lodge a complaint with the supervisory authority (Autoriteit Persoonsgegevens). Requests may be submitted to the controller's contact details below, with proof of identity if required.

CHANGES

This privacy statement may be amended due to changes in our website, processing purposes, working methods, or legislation. We reserve the right to modify this statement unilaterally and without prior notice.

QUESTIONS, COMMENTS & COMPLAINTS

For questions, comments, or complaints about how we handle personal data, contact us via the email address below. We will respond as soon as possible, but no later than within four weeks.

DATA CONTROLLER

Company Name: Base2Go BV

Address: Hanenstraat 18 a, 5363 TS, Velp

Email: info@base2go.com