

DATA PRIVACY STATEMENT BTU BUSINESS TRAVEL UNLIMITED REISEBÜRO GES.M.B.H.

1	Processing Activities	Travel management¹, passenger data management, payment processing, operation of the website as well as mobile web applications, marketing of products and services, compliance with legal requirements	
2	Data Controller	BTU Business Travel Unlimited Reisebüroges.m.b.H („BTU“) Business address: Stella-Klein-Löw-Weg 13, OG 3, 1020 Vienna, Austria Telephone: +43 1 516 51 - 0 Email: office@btu.at	
3	Contractual relations	BTU has a contractual relationship with companies for whose employees (travelers) services are offered in connection with travel activities. As a travel agent, BTU arranges travel contracts for travel services (individual services, travel arrangements) between the traveler on the one hand and the service provider on the other (business procurement contract). Personal data required to fulfill the contractual service is provided and processed by the company or by the person concerned. The data is passed on to group companies, travel providers, travel agencies, service providers and external booking platforms for the purpose of fulfilling the contract. Data will not be passed on to third parties for any other purpose.	
4	Purposes of Data Processing		
	<ul style="list-style-type: none"> • On the legal basis of <u>fulfilling or preparing the contractual agreement</u> 	a)	Travel organization (including payment processing) for business travel management (Business travel), congresses, events und group travels
		b)	Organization of travel related services upon client request (e.g. residence permits – Visa, event organization, Checking of rights based on Regulation (EEC) No 295/91 for compensation and assistance to passengers)
		c)	Meeting individual requests for additional offers, recommendations and services of third-party providers
		d)	Risk management, observing caring duties ²
		e)	Global travel management and reporting ² (Data Generation in Global Distribution Systems – GDS)
		f)	Management of global Air travel program (e.g. PRISM)
		g)	Dissemination of proprietary and third-party advertisements, directly or within online information offerings and products
		h)	Answer customer questions via the website
		i)	Operation and improvement of the website and its applications
		j)	Provision of self-booking tools and customer databases for direct entry (in the case of direct use of the customer databases by data

¹Any references to natural persons within this data protection policy which are only provided in the male form relate equally to both women and men. The gender-specific form is to be used when referring to specific natural persons. Customers refer to both consumers and entrepreneurs.

² In these cases the data subject or controller demonstrably, commissions BTU to forward the travel data to distinct, given third parties and/or to use distinct tools for fulfilling the agreement.

		subjects, a separate data protection information is provided for the respective tool)
	<ul style="list-style-type: none"> • On the legal basis of a (overriding) legitimate interest 	<ul style="list-style-type: none"> a) Handling of claims and complaints b) Development of statistics and appraisals, and creation of internal reports c) Familiarity with and managing the preferences of internal reports
	<ul style="list-style-type: none"> • On the legal basis of (overriding) legitimate interests of BTU for direct advertisement³ 	<ul style="list-style-type: none"> a) Re-acquiring old customers and acquiring new customers and business travelers b) Gathering of user numbers for services for the purposes of documenting reach c) Maintaining customer satisfaction and customer retention (by using profiling, see Point 8 and 9.) d) Disseminating/playing advertisement for offers and services of BTU by use of direct advertisement („marketing purposes“) insofar as this is legally permissible e) Analyzing user conduct and personal preferences of customers using organized or managed travels for targeted dissemination of advertisement with the goal of avoiding dispersion losses (by using profiling, see Point 8 and 9.) f) Improving the services of BTU by conducting surveys and analyzing questionnaires, managing claims/complaints and offering the benefits of loyalty programs
	<ul style="list-style-type: none"> • On the basis of legal obligation 	<ul style="list-style-type: none"> a) Creating and storing legally-prescribed documents in observance of accounting principles b) Sending PNR-Data to the Central office of passenger data for further processing according to regulation (EU) 2016/681
5	Changes to purpose (Forwarding)	Direct advertisement: BTU hereby informs that it processes customers' and traveler's personal data for the purposes of direct advertisement (incl. profiling). BTU intends to use direct advertisement to aid in the marketing of advertised (proprietary or third-party) services and products. <u>The data will not be passed on to any (non-group-affiliated) third parties for this purpose.</u> There is no incompatibility with the purpose of the original data collection.
6	Objecting to processing for the purposes of direct advertisement:	The customer and the business traveler can object to the use of their personal data for direct advertisement (including "profiling") by sending an e-mail to datenschutz@btu.at at any time without providing any reasons to the controller. By lodging an objection, BTU will no longer use the customer's or traveler's personal detail for these purposes in future.
7	Legal basis of consent	<ol style="list-style-type: none"> 1. Additional service: The controller explicitly solicits the customer's and traveler's consent for individual services (electronic newsletter, transfer of the data into the marketing system). 2. Storage of credit card data: Recurring payment processing, facilitating future payments. These consents can be revoked by sending an e-mail to datenschutz@btu.at at any time with future effect.
8	Description of the (overriding) legitimate interests for the purposes of direct advertisement:	BTU also processes customer and traveler's data (however, not the data of children or special categories personal data within the meaning of Art. 9 GDPR ("sensitive data")) to use said data for the purposes of direct advertisement for (further) products of companies affiliated with BTU (see also Point 9.). Messages for this purpose can be sent via the website, mobile applications (customer portal) or by e-mail.

³ Direct advertisement is any direct addressing of data subjects for advertising purposes, such as for sending letters or brochures, as well as telephone calls or electronic messages.

		<p>BTU has a legitimate interest in processing personal data for the purposes of direct advertisement (Recital 47, last section of GDPR). This solely involves the processing of customer data in the possession of BTU from the contractual relationship and for which the retention period still applies. This does not involve an extension to the retention period.</p> <p>The primary goal of data processing is acquiring customers with the objective of bringing them into a (preliminary) contractual relationship and retaining them as customers. BTU relies on its constitutionally protected freedom of running a business (Art. 6 StGG (Austrian Constitution)) and freedom of communication (particularly Art. 10 ECHR, which also protects advertising measures), and on those rights</p> <ul style="list-style-type: none"> • To send postal advertisement; • To make advertising calls following consent; • To send electronic mail following consent; • To send electronic mail in accordance with Section 107 Para. 3 of the Telecommunication Act (TKG); <p>BTU complies with legal, communication-related requirements while using this data, particularly those of Section 107 TKG.</p>	
	Data processing within the group:	<p>BTU is part of a corporate group. BTU uses group-affiliated companies on a collaborative basis to fulfil its extensive obligations (processing bookings via a central booking system, payment systems, marketing, accounting, etc.). BTU has a legitimate interest therein (Recital 48 of GDPR).</p> <p>This particularly relates to the management of booking data from all group-affiliated companies performed via a central booking system. This database is maintained by BTU; data is saved and managed centrally. Units of group-affiliated companies have access to this database or personal data only for the purposes of contractual and legal fulfilment as well as to protect legitimate interests. These units have a contractual obligation to observe all applicable legal conditions for data protection.</p>	
	IT security	<p>BTU saves the IP addresses of its customers for a period of 7 days in order to defend against targeted attacks in the form of overloading servers (denial of service attacks) and other damage to systems. BTU has a legitimate interest in this form of data processing for the purposes of maintaining the functionality of its services provided online (Recital 49 of GDPR).</p>	
9	Analyses of personal aspects of the customer ("profiling")	Type	Description
		"Gathering and storing"	BTU stores customer activities (e.g. travel data, flight data, travel destinations, information concerning the organization of congresses, events and group travels, complaints, special services, personal preferences, response to offers etc.) to enable optimal customer care and to ensure relevant and targeted measures can be used to improve satisfaction and customer retention, and to adjust the service on an individual basis.
		"Analysis of personal interests"	BTU stores customer behavior, special services, personal preferences, and thus deduces specific personal interests in order to prevent dispersion losses (and to minimize data processing operations) when playing advertising content and within direct marketing. BTU uses these analyzed interests in order to communicate targeted, interest-specific offers and advertising to customers and thus prevent dispersion loss in advertising.
10	Objecting to "profiling":	The customer and the traveler can object to the use of their personal data for the purposes of profiling by sending an e-mail to datenschutz@btu.at at any time without providing any reasons to the	

		controller. By lodging an objection, BTU will no longer use the customer's personal data for the purpose of profiling in future.	
11	Obligation to provide data	Customers are under no obligation to provide data except to fulfil legal reporting obligations. Without the provision of data the contracted services cannot be provided.	
12	Automated decision-making	The customer is not subject to <u>any</u> automated decision that has a legal effect upon them.	
13	Types of data processed	The processed customer data are stored in a customer database after a master data collection, or by direct entry of the data by the customers or the traveler in a profile. This serves the management of the data to carry out the bookings and provide the contractual service.	
		Disclosed mandatorily by the customer, traveler or a customer related third party (e.g. Company travel management)	Gathered by BTU additionally
		Personal data according to passport data (first and last name, maiden name, academic titles, date of birth)	Origin of data provided
		Gender (f, m, d)	Additional services used
		Contact details (Address(es), Telephone, Email address(es))	Preferences (e.g. eating/dietary habits)
		Passenger booking-code	Claims, complaints
		Employer, additional administrative data (cost center, office phone number, company e-mail, booking person)	Local agency details (Destination Marketing Offices)
		Booking data (booking, ticket issue, scheduled departure-arrival time)	Clerk
		Flight ticket data (Flight ticket number, issue date, single flight, tariff display)	Status of passenger travel (Travel confirmation, Check-in status, no show flights)
		Nationality	Split and shared passenger data
		Address(es)	Seat number, other seat information
		Accompanying person	Code-Sharing data
		Other personal preferences for the journey	Number and name(s) of fellow traveler(s) as part of passenger data
Accompanying airport personnel on arrival/departure			

		Possibly gathered additional data (Advanced Passenger Information Data)⁴	Gathered by BTU additionally
		Type, number, issuing country, expiry date of identity documents	IP-addresses (Logfiles)
		Nationality	End device data (device ID)
		Sex	Browser used
		Airline company	Usage behavior (website, mobile applications), sometimes through the use of cookies and similar technologies Browser used
		Day time of departure and arrival, airport of departure and arrival	
		Payment information (credit card details, including expiry dates, other information) including invoice address	
		Total route of travel	
		Driver license data	
		Frequent flyer data, Memberships Frequent Flyer Programs, Car Rental Memberships, Hotel Club - Memberships	
		Data of unaccompanied minors (under 18 years of age)	
		Languages, name and contact details of accompanying person at departure/arrival	
		Travel data	
		Place of arrival and departure, name of the service provider (e.g. airline, hotel, car rental company), other information required to complete the booking.	<u>Railway information:</u> ÖBB Card Nr. ÖBB Austria Card Nr. ÖAMTC Membership Nr. DB Railcard Booking class, Seat reservations
		Specific information with regard to seating preferences, accessibility, meal requests, other services requested.	
14	Processed data from website visitors	IP address of the requesting computer	Internet page from which the access is made
		Date and time of access	Message whether retrieval was successful

⁴ Advance Passenger information data will only be gathered if necessary because of special immigration regulations (e.g. immigration USA).

		Name and URL of the retrieved file	Recognition data of the browser / operating system
		Transferred amount of data	Logfiles
	Retention Period / Deletion of data	A transfer of this data does not take place. The data is only collected in the context of the visit to the website and deleted after 30 days at the latest.	
15	Processed data from users of the mobile web applications ("My BTU")	Name	Bookings, Booking data
		E-Mail address	Travel itinerary
		Telephone number	Data according to clause 14, insofar necessary to proceed with booking
		Registration data	
	Retention Period / Deletion of data	The legal basis for the processing of this data, which was voluntarily disclosed during registration, is the consent of the user. Otherwise, Art 6 b GDPR, the need for contract performance serves as the legal basis. The data is deleted when the mobile web application is uninstalled..	
16	Customer data types processed in the customer database (CRM)	Email delivery	Contact information (name, email address)
		User behavior (Openings)	Browser information (Chrome, Edge)
		Click behavior with links	Operating system information (Windows, Apple)
		Completing of built-in forms	Timestamp/ Date of Reading/Clicking/Location
17	External recipients of data	Receiver	Data category
	<ul style="list-style-type: none"> Service Provider 	Service providers (by category) Transportation companies (air, rail, bus, cab) Hotel companies Car rental companies Marketing agencies Gastronomy companies	Types of data according to pt. 13., if necessary for the provision of the contractual service (processing of reservations, issuance of tickets, credit card processing, travel-related services, etc.).
	<ul style="list-style-type: none"> Ticket distribution systems - External booking platforms (eg GDS) 	AMADEUS IT GROUP , S.A. Calle Salvador de Madariaga, 1, 28027 Madrid, Spain Travelport Austria GmbH , Lasallestraße 7a, 1020 Vienna, Austria Umbrella AG Binzstrasse 33, 8620 Wetzikon, Switzerland Midoco GmbH Walder Str. 53 40724 Hilden, Germany SoftConEx GmbH Geneststr. 5, 10829 Berlin	Types of data according to pt. 13., if necessary for the provision of the contractual service (processing of reservations, issuance of tickets, credit card processing, travel-related services, etc.).

		<p>Germany</p> <p>Avis Autovermietung GmbH Lehrbachgasse 2, 1120 Vienna, Austria</p> <p>BEDSONLINE, S.L.U. Complejo Mirall Balear, Camí de Son Fangos, 100, Torre A, 5ª Planta, 3A-4A, 07007 Palma de Mallorca, Spain</p> <p>Booking.com B.V. Oosterdokskade 163, 1011 DL Amsterdam, Ne- therlands</p> <p>ehotel AG Erich-Weinert-Straße 145 F, 10409 Berlin, Germany</p> <p>Enterprise Autovermie- tung Deutschland B.V. & Co. KG Mergenthalerallee 42, 65760, Eschborn, Ger- many</p> <p>Accelya Global Limited (Farelogix) Riverside House, River- side Walk, Windsor, Sur- rey, SL4 1NA, United Kingdom</p> <p>Yanolja Go Global 6 Metsada St, V-Tower, Bnei Brak, 5126202, Israel</p> <p>Rienhoff GmbH Margaretengürtel 41, 1050 Vienna, Austria</p> <p>HRS GmbH Breslauer Platz 4, 50668 Köln, Germany</p> <p>Emerging Travel Inc. 1000 N West Street, Suite 1200, Wilmington, Dela- ware, 19801, USA</p> <p>Sixt GmbH & Co. Auto- vermietung KG Zugspitzstraße 1, 82049</p>	
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	<p>Pullach, Germany</p> <p>Deutsche Lufthansa Aktiengesellschaft (SPRK) Venloer Straße 151-153, 50672 Köln, Germany</p> <p>Sunny Cars GmbH Paul-Gerhardt-Allee 42, 81245 München, Germany</p> <p>Travelfusion Limited 70 St Mary Axe, London EC3A 8BE, United Kingdom</p> <p>WEBBEDS FZ-LLC Suite 3212-3216, Al Shatha Tower, Dubai Media City, PO Box 502115, Dubai, VAE</p>	
<ul style="list-style-type: none"> Affiliated companies 	<p>Raiffeisen Unternehmensservice GmbH, Europaplatz 1, 4020 Linz, Austria</p>	Billing and accounting data, payment information
	<p>Herburger Business Travel GmbH Schwefel 25a, A-6850 Dornbirn, Austria</p>	Types of data according to point 12 when taking over the processing of the contract at the customer's request
	<p>AX Travel Management GmbH Stella-Klein-Löw Weg 13 1020 Vienna, Austria</p>	Types of data according to point 12 when taking over the processing of the contract at the customer's request
<ul style="list-style-type: none"> Cost bearer 	<p>Employer or other sponsor of the traveler's expenses</p>	<p>Travel expenses Service provider (hotel, transport company) Travel dates (date, duration of the trip) Name of the traveler</p>
<ul style="list-style-type: none"> Social-Plugins, analytic tools, Cookies 	<p>Plausible - Analytics Plausible Insights OÜ Västriku tn 2, 50403, Tartu, Estonia Registration number 14709274</p> <p>Anonymized IP address, name of website, browser-specific information, information on website use</p> <p>https://plausible.io/data-policy</p>	
	<p>„Social-plug-ins“: BTU itself does not collect any personal data via "social plug-ins" and their use. However, it is possible that personal data about visitors to the BTU website is collected via the plug-ins, transmitted to the respective service and linked to the visitor's respective service. To prevent data from being transmitted to the service providers in the USA without the user's knowledge, BTU uses the so-called "Shariff solution" on its website. This has the effect that the plug-ins are initially only integrated as a graphic. The graphic contains a</p>	

		<p>link to the website of the respective provider, and the user is only redirected to the provider's service when he or she clicks on it. This prevents personal data from being automatically forwarded to the plug-in provider when the BTU's website is visited. Data can only be transmitted when the graphic is clicked. By clicking, the respective service provider receives the information that the user has visited the respective page of the BTU's online offering. You do not have to be logged in to the respective provider or have a user account for this. If you have such an account, the data collected by the plug-in provider can be directly assigned to your account there. We have no influence on whether and to what extent the service provider collects personal data. The scope, purpose and storage periods as well as the further processing and use of the data there are not known to us. This information and information on your data protection rights and setting options can be found in the data protection information directly from the website of the respective service</p>		
		<p>Data: IP-address, URLs, cookies and data on browser settings</p>		
		<p>Service provider:</p> <p>Meta Platforms Ireland Limited 4 Grand Canal Square Grand Canal Harbour Dublin 2, Ireland</p> <p>Instagram Inc., 1601 Willow Road, Menlo Park, CA, 94025, USA;</p> <p>LinkedIn Ireland Unlimited Company Wilton Place, Dublin 2, Ireland</p>	<p>Information Data Protection</p> <p>https://www.facebook.com/help/186325668085084</p> <p>https://privacycenter.instagram.com/policy</p> <p>https://de.linkedin.com/legal/privacy-policy</p>	
18	External data recipients	Categories of external commercial services providers		
		TBTU consultants/accountants		
		Lawyers		
		Banks and payment service providers, insurance companies		
		External accounting platforms; booking agents (GDS)		
		Collection agencies		
		Travel compensation companies		
		Authorities in connection with residence permits		
		Telecommunication providers		
		Customer database providers for traveler profile		
		IT-Service Providers, Web-Application Provider		
		Contact can be made with all group companies and commissioned data processors via BTU for all data protection queries.		
19	Transfer to third countries (outside EU/EEA)	<p>"Social plug-ins": The following data will be transmitted to countries outside the EU in the course of data processing after consent has been given or the graphic button of the service provider has been clicked (item 17):</p>		
		Country	Application	Types of data

		USA	Instagram, Facebook	Social plug-ins and Pixel: IP address, name of website, browser-specific information, information on website use without opt-in / Shariff – Solution acc. Clause 17
	<p>Data processing to third states outside EU (Data transfer to service providers, external international booking platforms – GDS) due to request of global travel management will. Data transfers will only take according to the regulations stated in Chapter V GDPR, eg necessity to perform the contractual requirement or otherwise suitable guarantees have been provided to ensure data protection (e.g., conclusion of standard data protection clauses) are fulfilled.</p> <p>However, the recipients of the data may be located in countries where the level of data protection guaranteed by law may be lower and the ability to enforce data subjects' rights may be limited.</p>			
20	Hyperlinks to other Websites	<p>Our website also contains so-called hyperlinks to websites of other providers. When activating the hyperlinks, you will be redirected from our website directly to the website(s) of other providers. You will recognize this by the change of URL. We cannot accept any responsibility for the confidential handling of your data on these third-party websites, as we have no influence on whether these companies comply with data protection regulations. Please refer to the websites of the other providers for more information.</p>		
21	Retention period	<p>Due to the legal bases mentioned above, BTU generally continues to process guest data for an additional 40 months following the end of the agreement (= 36 months for potential contractual damage claims + 4 months to file suit) in a manner which is personally identifiable, and thereafter deletes the data (or at least the data which allows reference to be drawn to the data subject's identity). Personally-identifiable processing of invoice data is then performed until the statutory retention,</p> <p>Termination of the contract shall be deemed to be termination of the contract for cooperation with the customer. The contractual relationship shall also be deemed terminated if a customer has not used the services of BTU for the persons covered by the contract for more than 2 years.</p>		
22	Data subject rights	Legal basis	Content	
		Art. 15 GDPR "Right of access"	The customer has the right to obtain confirmation as to whether their personal data is being processed.	
		Art. 16 GDPR "Right to Rectification"	The customer has the right to have inaccurate or incomplete personal data rectified.	
		Art. 17 GDPR "Right to erasure"	The customer has the right to demand the erasure of personal data without undue delay where one of the grounds stated under Art. 17 Para. 1 GDPR applies.	
		Art. 18 GDPR "the right to restrict processing"	The customer has the right to demand that the processing of personal data is restricted where one of the grounds stated under Art. 18 Para. 1 GDPR applies.	
		Art 21 GDPR "the right to object"	<p>Objecting to profiling: the customer has the right to lodge an objection at any time to the processing of their personal data for the purposes of profiling.</p> <p>Objecting to direct advertisement: the customer has the right to lodge an objection at any time to the processing of their personal data for the purposes of direct advertisement.</p>	
		Art 20 GDPR "the right to data portability"	The customer has the right to receive their personal data in a structured, commonly used and machine-readable format.	

23	Right to lodge a complaint	Art 77 DSGVO § 24 DSG	Every customer has the right to lodge a complaint with a supervisory authority if they consider that the processing of personal data relating to them infringes this regulation.
24	Supervisory authority	Austrian Data Protection Authority Barichgasse 40-42, 1030 Vienna, Austria Telephone: +43 1 52 152-0 Email: dsb@dsb.gv.at Website: www.dsb.gv.at	
25	Status	March 2026	
<p>Notice to ATPI and GlobalStar Customers, GBT Business and Meetings & Events Travelers: For employees, travelers, meeting attendees of a corporate customer of ADVANCED TRAVEL PARTNERS (UK) LIMITED ("ATPI"), GlobalStar Travel Management Ltd ("GlobalStar"), American Express Global Business Travel ("GBT"), BTU acts as a processor with regard to the processing of personal data. The present data protection information is not applicable to this group of persons; the processing of personal data is subject to the data protection declaration of ATPI at www.atpi.com/en/about/privacy, GlobalStar at https://globalstartravel.com/privacy-notice, GBT https://privacy.amexgbt.com/de/statement. Data subject rights are to be exercised vis-à-vis ATPI, GlobalStar or GBT as data controllers at the contact details stated there.</p>			
<p>NOTICE: This Data Protection Information is a translation of the German Data Protection Information of BTU into English language. In the event of interpretation difficulties, misunderstandings or loopholes, etc., the current German version of the GTC shall take precedence.</p>			