

PRIVACY POLICY (the “Policy”)

1. Background

Wizz Tours Ltd. (hereinafter referred to as "Wizz Tours" or “we” or “us”), a limited liability company with company registration number 01-09-205337, having its registered address at 1103 Budapest, Kőér utca 2/A. Building A. .1. floor., Hungary, VAT number 25194841-2-43 pays special attention to data protection. Data processing by Wizz Tours complies with the relevant Hungarian data protection laws and is carried out in accordance with this Policy.

2. The information we ask for and use of your data

2.1 Personal data

This Policy applies to all personal data you provide us or we collect and process in association with your relationship with Wizz Tours. For the purposes of this Policy “personal data” means any information relating to you from which you are or can be identified, directly or indirectly (in particular your name, address, phone number, e-mail address, credit or bank card number, information on special care) and any reference drawn from such information pertaining to you.

2.2 Collection of your personal data

Whenever you use our services or services offered by third parties on our website (e.g. you proceed with a booking for a flight or air transport service or any related activities) we collect personal data about you either provided by you to us (or our agent) directly or collected by us when you used our services or booked third parties’ services on our website. However, Wizz Tours is not responsible for third parties’ use of your data, where such use is permitted, for their own purposes. In such cases please consult their privacy policies for further information. You can find more information about the data transfers to third parties in section 3 below.

2.3. Information we collect and process:

- information about you (for example, information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph, dietary or special assistance requirements),
- information about the services you purchased (whether directly provided by us or by our agent),
- the details of your travel arrangements (for instance the details of your booking and the additional services we provided),
- details of your use of our website, call centers or mobile applications (For example, you may give us information about you by filling in forms on our website, by searching for travel services, placing an order on our website,. We automatically collect information about your use of our website. This includes technical information including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform, and information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.) and
- information about communication you have with us and our staff.

We may receive information about you if you use any of the other websites we operate or the other services we provide. We are also working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, credit reference agencies) and may receive information about you from them. See the "[data transferred to Wizz Tours by third parties](#)" section below for more details.

By providing us with your personal data, you acknowledge and explicitly consent to Wizz Tours processing your personal data in accordance with this Policy and the relevant laws and regulations, including utilization of the data by Wizz Tours' employees and the transmission of the data within or outside Hungary as specified herein.

Data processing by Wizz Tours is based on your voluntary consent under Section 5 of Act CXII of 2011 on Informational Self-Determination and Freedom of Information ("Info Act").

In certain cases we also need to process your sensitive personal data (as defined in Section 3.3 of the Info Act) when you request special assistance from us (such as the provision of oxygen), or when you provide us with information about your fitness to fly (for instance if you are pregnant).

By providing any personal data that is or could be considered to be, "sensitive personal data", you explicitly agree that we may collect, use, share with third parties (such as the departure or the destination airport or ground handling companies at such airports, our call center or the provider of accommodation) and transfer outside the European Economic Area this personal data, as described in this Policy. This is to ensure that we can satisfy your request for special assistance or for safety reasons (your fitness to fly).

If you withdraw your consent or do not provide data, it may mean that we will not be able to provide all or parts of the services you have requested. Please note that in these circumstances you will not be able to cancel or obtain a refund of any fees you have paid.

2.4. Use of your personal data

The purposes for which we use your personal data are:

- a.) to deliver the services you have purchased from us or to facilitate the purchase of third parties' services or products on our website, via our application or through our call center (data used for this purpose includes all of the data collected during the booking process: such as passenger name, nationality, gender, phone number, e-mail address, credit or bank card details, information on special care, flight details, confirmation number, date of birth, place of birth, details of travel documents, and Wizz Account number);
- b.) to provide services and offers tailored to your requirements (we use for this purpose personal data such as name and contact details);
- c.) to communicate with you (for instance to send you reminder emails, or notifications about any change) (we use for this purpose personal data such as name and contact details);
- d.) to support other administrative purposes (including but not limited to accounting and billing, auditing, credit or other payment card verification, anti-fraud screening) (including the use of credit reference agency searches and payment card validation checks), immigration and customs control, safety, security, health, administrative and legal purposes and systems testing, maintenance and development) (we may use any of the data that we collected from you, as appropriate)
- e.) to carry out our obligations arising from any contracts entered into between you and us.

3. Disclosure of your personal data to third parties

3.1 Your personal data may be shared within the Wizz Air Group, when it is necessary for accounting, financial and organizational purposes and/or in order to execute the contract between You and Us. For

more information about Wizz Air Group, please [click here](#). In addition disclosure of your data to other parties may be necessary to ensure the smooth provision of the products, services and information you request.

3.2. We may also disclose your personal data to third parties for the purpose described in this Policy:

- third party service providers whose services you purchased (such as insurance, transfer services) on our website, in our application or via our call center;
- air carrier, hotel provider whose services included in the package you purchased
- credit card companies, payment service providers to process the payments you initiated on our website, in our application or via our call center;
- third parties running customer surveys on our behalf;
- other third party service providers involved by us for – inter alia - data processing;
- third parties, such as law firms and law courts, in order to enforce or apply any contract with you;
- government authorities or enforcement bodies such as the police and regulatory authorities, upon their request and only as required by the applicable law or to protect our rights or the safety of our customers, staff and assets.

3.3. Third party service providers. When you purchase the service of a third party service provider on our website, in our application or via our call center we transfer your personal data to facilitate the purchase.

The data processing of such third parties may also be governed by their own privacy policies. Please review the privacy policies on the website of such third parties directly for more information about their data processing practices. Please note that we reject all responsibility or liability for these policies. In certain cases, both our and such third party's terms and conditions and privacy policies shall be accepted to obtain the relevant service.

Furthermore, we also receive information about you from third parties, for instance when you participate in a loyalty program.

When you make a booking via this web site, your data will be passed to the air carrier and may also need to be passed to other companies of Wizz Air Group (including our subsidiaries, our ultimate holding company and its subsidiaries) or third party suppliers (such as the hotel provider), so as to enable those companies to provide you with the flight seats and any other products or services you have purchased. We may also disclose your data to (i) all relevant third parties who will supply the travel arrangements or other services contracted for, (iii) Government bodies and other authorities to whom we are legally obliged to pass your data (e.g. border agencies of countries you intend to visit) and (iv) relevant third parties for the purpose of fraud protection and credit risk reduction. We may also receive data from the said third parties.

For more information about the data transfer to/from third parties, please [click here](#).

3.4. Call center. We engage third party suppliers for the provision of call center services for us. You can find more information about these [suppliers here](#). The call center is processing your personal data in accordance with this Policy. The call is being recorded and may be connected with other reservation data to ensure quality and for possible future complaints handling. Complaints submitted electronically, via post or via email are also archived, and may be connected with other reservation data for possible future complaints handling.

3.5. Border police and immigration authorities. In certain countries, the air carrier is required by law to give border control agencies access to booking and travel information. Therefore, any information we

hold about you and your travel arrangements may be disclosed to the customs and immigration authorities of your place of departure or your destination.

In addition, laws in several countries require the air carrier to collect passport and associated information for all passengers prior to travel to or from those countries. When required, Wizz Tours will provide this information to the air carrier which forwards it to the relevant customs and immigration authorities.

4. Security

4.1 We take appropriate technical and organizational measures to ensure the protection of your personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular where the processing involves the transmission of data over a network, and against all other unlawful forms of processing. We pay special attention to the safe transmission of the personal and financial data. This data is transmitted from your computer to the booking server of Wizz Tours through encrypted channels with the support of the state-of-the-art Secure Socket Layer (SSL) technology.

4.2 If we transfer data to a country outside the European Union in accordance with this Policy we cannot guarantee that the data will be protected in accordance with EU data protection laws and regulations.

By continuing to use our services and by providing us with any personal **data**, you **expressly** consent to such transfers, storage and processing of your personal data outside the country in which you are located and outside the European Economic Area, including to countries where under local law you may have fewer legal rights.

5. Use of your personal data for marketing or other purposes

5.1 During the use of our website cookies are stored by your browser on your device. Read more about the cookies used by Wizz Tours by clicking [here](#). Our aim is to ensure that our website offers visitors what they are looking for and provides them with the most relevant marketing communication. In order to achieve this goal, we may use your data for analytics purposes, for quality improvements, for service developments, to improve the performance of the website, to measure the success of our advertising campaigns or to tailor services to your needs. For these purposes we may transfer your non-personally identifiable data such as, but not limited to, anonymous demographic information and online behaviour to our contracted partners (e.g. third party service providers listed in clause 3.). We store data sent by your browser and device to our website during the reservation process. No such data will be disclosed to third parties except in aggregate, non-personally identifiable forms.

5.2 You may receive special offers from us if you have requested such communication by subscribing to our newsletter, or if you provided us with your details when you entered a competition or registered for a promotion. By subscribing to newsletters, or providing your details as listed above you expressly consent – being aware of adequate information on the data processing – to receiving direct marketing communications including direct marketing or special offers of Wizz Tours or of our contracted partners. For the purposes of sending you such direct marketing communications/special offers, we will process your following personal data: name and e-mail address or phone number.

5.3 Such consent is voluntary. You can unsubscribe at any time without giving any reason, free of charge via the following [link](#), or the link provided in each newsletter, or by sending a letter to 1103 Budapest, Kőér utca 2/A, Building 2, 1st floor; Hungary.

6. Miscellaneous

6.1 If you register on our website, we assume that you are happy for us to process your data given to us during the registration process and you will not have to provide your data again when making further bookings.

6.2 When you make a booking you will be given a confirmation code. This appears in the confirmation email you receive after the booking. We advise that your confirmation code should be kept confidential at all times. Disclosure of your confirmation code to others may allow them to access your booking details and itinerary through our system.

6.3 Your personal data and the contracts concluded by and between you and Wizz Tours are kept in our reservation system. If you would like to get information about your passenger registration record or any data stored by Wizz Tours, about the data processing and data processing entities (if any), or would like to request that your data be changed or deleted, please contact us the following [link](#).

6.4 As regards any data processing falling under the scope of the Info Act and under the UK Data Protection Act 1998, you are entitled to the following rights and remedies:

You have the right to request information on the data processing, and to request the rectification, erasure or blocking of the personal data. In addition, you have the right to request the notification of a third party to whom your data have been transferred of any rectification, erasure or blocking of the personal data. If it is allowed under the applicable law, you can also object to the data processing. In the unexpected case when the rights related to the personal data are breached, you may turn to the Hungarian Authority for Data Protection and Freedom of Information (*Nemzeti Adatvédelmi és Információszabadság Hatóság*, 1125 Budapest, Szilágyi Erzsébet fasor 22/C.; telephone: +36-1+391-1400; telefax: +36-1-391-1410; e-mail: ugyfelszolgalat@naih.hu) or to the competent court. Your detailed rights and remedies are set out in the sub-chapters 13-17 and sub-chapter 30 of the Info Act.

6.5 If we change this Privacy Policy, we will publish the updated version of it on our website, wizzours.com.

6.6 We process your personal data for the time required for the performance of the above purposes or for the period of limitation prescribed in the relevant laws. Once the said purposes have been served, your personal data will be erased, unless the data does not permit your identification.

6.7 The wizztours.com website provides links to other websites for your convenience and information. Please be aware that these sites may be owned and run by other companies and organizations and have different security and privacy policies. Wizz Tours has no control over and takes no responsibility for any information, material, products or services contained on or accessible through those websites.

6.8 By providing us with your personal data, you acknowledge that you have read, understood and accepted the provisions of this Policy and explicitly consent to Wizz Tours processing your personal data, including the transmission of such data within or outside Hungary as specified herein, in accordance with this Policy and the relevant laws and regulations applicable, for the purpose of providing the services stated on this site.

6.9. This Privacy Policy is effective from 2 October 2015.