

**PRIVACY POLICY AND GENERAL TERMS AND CONDITIONS OF USE FOR THE WEBSITE**  
VERSION DATED 15 April 2019

We are Perfectstay Travel Ltd, whose company number is 11320606 and whose registered office is at Chase Green House, 42 Chase Side, Enfield, Middlesex EN2 6NF (“Us”, “We, “PerfectStay”).

The purpose of this document is to define the General Terms and Conditions of use for the Website and to explain how our Website collects, stores, processes, shares or transfers your personal data. Hereinafter this document is referred to as the “Privacy Policy”. The Privacy Policy shall apply whenever you visit the Website. You become a member by creating an account or when you place an order in accordance with our General Terms and Conditions of Sale.

We are committed to protecting your personal data and this Privacy Policy provides you with clear, easy to access and transparent information concerning the origin and use of the information we process and the rights you have.

By using the Website, you accept the terms of this Privacy Policy. This Privacy Policy may be amended to reflect changes in the Applicable Laws or to our services. The new Privacy Policy will apply as of its date of publication. If it contains significant changes we will use every means to inform you of those changes.

## **1. DEFINITIONS**

“*Client*”: refers to any Member having placed an Order.

“*Order*”: refers to any reservation of a service carried out by a Member via the Website, or by telephone.

“*Personal Data*”: refers to information relating to an identified or identifiable person i.e. a person who may be identified directly or indirectly, including by reference to an identifier such as a name, an identification number, location data, an online user name, or one or more elements specific to his/her physical, physiological, genetic, psychological, economic, cultural or social identity.

“*Member*”: refers to any user with an account on the Website.

“*Applicable Laws*”: all applicable data protection and privacy legislation in force from time to time in the UK including the General Data Protection Regulation ((EU) 2016/679); the Data Protection Act 2018; the Privacy and Electronic Communications Directive 2002/58/EC (as updated by Directive 2009/136/EC) and the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended.

“*Processing*” or any derivative: refers to any operation that is performed using Personal Data, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure, making available, alignment or combination, restriction, erasure or destruction.

“Website”: refers to the website published by PERFECTSTAY.COM and accessible at the following address <https://lacollection.airfrance.com>

## **1. HOW TO CONTACT US**

We have a data protection officer (“DPO”) who is responsible for overseeing questions in relation to this Policy. If you have any questions about this Policy, including any requests to exercise your legal rights, please contact the DPO using the details set out below. If you have any questions regarding your personal data and how we may use it, including any queries relating to this Privacy Policy, please contact us at [dpo@perfectstay.com](mailto:dpo@perfectstay.com) or writing to our “Data Protection Officer” at the head office address noted above.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

## **2. PERSONAL DATA PROTECTION**

When registering on our Website, you expressly consent to the Processing of your Personal Data. This consent is also required when you place an Order so that the contract to which you are party as a customer, may be fulfilled. This Processing may also be necessary to ensure compliance with a legal obligation or a legitimate objective (such as to improve our services or in the fight against fraud).

We implement appropriate technical and organisational measures to ensure your Personal Data is Processed in accordance with Applicable Laws and to ensure a level of security in accordance with the risks presented, thus protecting your Personal Data against loss, misuse, unauthorised access, disclosure and modification.

### **2.1 What Personal Data do we collect?**

For the purpose of the Applicable Laws, where Personal Data is provided directly to us through use of the Website, email, meeting with you or other means where we are determining the way in which that Personal Data is processed, then we will be a data controller of such information.

Whether the Personal Data you provide is optional or mandatory is marked on the forms on our Website. All fields requiring mandatory information must be completed for you to gain access to our services.

In addition to the Personal Data that you provide us with, we also collect data via our services that we may provide you with.

#### **Members’ Personal Data**

As a Member, when you register with the Website we collect the email address that you enter voluntarily. You may also create an account or identify yourself via a social network partner account by clicking on the dedicated button (e.g. Facebook connect). The social network will then send us the data necessary for you to connect to the Website.

When you browse on the Website, so long as you have authorised us to do so, we record your connection and browsing data. Subject to your consent and in accordance with the terms set out in paragraph 3 concerning Cookies, we record your IP address, the offers you have looked at, your browsing and more generally how you use the Website (**'Usage Data'**).

When using our Website, you confirm that you are over the age of 18 or that you have the authorisation of the holder of parental responsibility.

### Customer Personal Data

In addition to data collected from Members, as a Customer we may ask you to provide all of the following information for each person travelling, including those you represent: surname, first name, date of birth, passport information (number, date of issue, expiry date), nationality and any other relevant information required by our suppliers (**'Identity Data'**). You must confirm that you have been authorised to provide this Personal Data by each person travelling and that you hold parental responsibility for any children under the age of 16 who may be travelling.

You must also provide your telephone number so that we may contact you at any time concerning your Orders (**'Contact Data'**).

The banking information you provide us with when placing an Order is collected by our banking providers and is not stored by us (**'Financial Data'**).

We may ask you for further information to help us ensure the payment is processed correctly, including a black and white copy of both sides of the cardholder's identity document.

Similarly, in exercising your rights as detailed in paragraph 2.5, we may ask you for certain information in order to confirm your identity, including a black and white copy of both sides of your identity document.

We may also collect:

**'Technical Data'**, including internet protocol address, browser type and versions, time zone setting and location, browser plug-in types and versions and platform and other technology on the devices you use to access our Website;

**'Transaction Data'**, includes details about payments to and from you and other details of travel services you have purchased from us;

**'Marketing and Communications Data'**, includes your preferences in receiving marketing from us and our third parties and your communication preferences; and

**'Special Categories of Data'** includes information relating to disabilities or medical conditions which may affect your holiday arrangements and any dietary restrictions which may disclose your religious beliefs. Special categories of data may also include ethnicity, sexual orientation or other biometric data, although it is unlikely that we will need to collect all of this type of data from you in connection with your holiday arrangements.

### Personal Data of referred new customers

Through the customer referral scheme you may provide the email addresses of the people you are referring.

## Failure to provide Personal Data

Where we need to collect Personal Data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter. In this case, we may have to cancel the services but it will notify you if this is the case at the time.

## **2.2 Why do we collect your Personal Data?**

We Process your Personal Data for the following reasons:

### To inform you of our offers

To receive information concerning our offers, you can register with the Website as a Member. Once you are registered you will learn about our offers as you browse the Website and as you receive our newsletters. This will include using Identity and Marketing and Communications Data.

### Managing your Orders and our relations

When you place an order for one of our offers, the Personal Data we collect enables us to manage our customer contracts, orders, invoicing, accounts, customer relations (services ordered, amounts, dates, Order history, etc.), claims, litigation and after sales service. This will include using Identity, Contact and Transaction Data.

This information may also be stored as evidence in compliance with Applicable Laws.

We also Process your Personal Data to handle your feedback on the Website or on our official social network pages.

### Loyalty or marketing activities

Your Personal Data may enable us to select you to participate in studies, surveys or tests, to ask your opinion or to inform you of a promotional offer. It may also be used to request customer referral, trade statistics, or to organise competitions, lotteries or any other promotional activity or means of customising our offers. We may use your Identity, Transaction, Contact and Marketing and Communications Data when doing so.

In compliance with Applicable Laws, we may use your Personal Data to keep you informed of our latest news and offers via electronic communication (email, sms, etc.). You may unsubscribe from these communications at any time by clicking on the link included in all the messages that we send.

We may record your preferences based on the offers displayed on the Website, your browsing and your use of the Website.

We may also conduct targeted marketing and advertising using automated decision making (profiling) in order to provide you with a customised offer without this Processing having any legal consequences for you nor having any significant effect on you.

You have the right to object to the Processing of your Personal Data for marketing purposes, including profiling, insofar as it relates to marketing as it is described in the conditions specified in paragraph 2.5.

### To improve our service

Your information and data enable us to improve our service, for example by customising the offers we suggest for you, by compiling trade statistics or measuring exposure (number of pages viewed, number of connections, etc.) by adapting our Website based on browsing behaviour, for use in staff training, etc. We may use Identity, Contact, Transaction and Marketing and Communications Data when doing so.

### To fight against corrupt practices

Some of your Personal Data is Processed in order to identify the risks of corrupt practices associated with each Order and if necessary request further information, change the terms of payment for the Order or cancel it.

### To enable us to exercise our rights

The Processing of your Personal Data may be necessary for the establishment, exercise or defence of our rights in a court of law.

### To enable you to exercise your rights

We will be required to Process some of your Personal Data in order for you to exercise the rights provided for by the Applicable Laws and detailed in paragraph 2.5.

## **2.3 How your personal data may be shared**

Within the strict framework of the purposes set out in paragraph 1.2, we may communicate your Personal Data to:

- Our subcontractors who, as defined in the Applicable Laws, are those who Process your Personal Data on our instructions, on our behalf, on behalf of the Website's host, our IT providers, our payment providers, our technology-related services and advertising providers (such as CRITEO SA whose [privacy policy](#) may be consulted) etc. Your Financial Data is managed by a third party provider in accordance with PCI DSS standards, which ensures maximum security for your payment information.
- our suppliers, such as hotels, airlines, carriers, tourism service providers, etc. who are each responsible for their own processing.
- our partners who may Process your Personal Data for their own purposes.

This includes our flight reservation provider, the GDS Amadeus IT Group SA, who co-processes data with us and also Processes your Personal Data for reservation and ticket issue purposes.

If you wish to apply to one of our third party partners for a finance package (for example payment by credit card in three or four instalments), this banking partner is responsible for the processing. However we may provide them with some Personal Data in order for you to have access to this finance.

Similarly, if you have purchased insurance via our Website, the insurer or their representative is responsible for the processing. However we may provide them with some Personal Data in order for you to have access to this cover.

Your Personal Data may also be sent to Air France as part of our "La Collection Air

France by Perfectstay.com” partnership in order for them to update their customer and marketing database (to avoid sending you an email asking you to become a Member when you already are) and where this partner is responsible for managing target audiences via social networks.

You may also share information with social networks (Facebook, Twitter, etc.) by using the share buttons when opening an account.

- Authorities such as courts, the police or members of the legal profession who may ask us to disclose Personal Data as part of their mission. Your Personal Data may also be disclosed to protect our rights, your security or those of a third party or to investigate a case of corrupt practice.

We require all third parties to respect the security of your Personal Data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Many of our external third parties are based outside the European Economic Area (EEA) so their processing of your Personal Data will involve a transfer of data outside the EEA.

Your Personal Data may be forwarded to a country outside the EEA that is not recognised by the Applicable Laws as having adequate safeguards. Where we do so, we will take all preliminary measures necessary to ensure that these recipients implement all appropriate technical and organisational measures to safeguard Personal Data and ensure the same level of protection as that required by the Applicable Laws, including (if applicable), use of the EU Model Clauses.

Furthermore, in the event where all or part of our company is sold or transferred to a third party, your Personal Data may be transferred to the third party in accordance with Applicable Laws.

## **2.4 How long do we store your Personal Data?**

We store your Personal Data for no longer than is necessary for the purposes set out in paragraph 1.2 and in accordance with Applicable Law.

Personal Data of a Member non-customer is stored for a period of three years from the time of collection or of the last contact by the Member (for example by connecting onto the Website or clicking on a link in an email). After this period, we may contact you to see if you still wish to receive information from us and to keep your Website account.

A Customer’s Personal Data will only be retained for the time required to handle the business relationship, i.e. the time required to fulfil the Order plus three years. After this period, we will archive your Personal Data and will store it for the time required to fulfil our legal obligations, safeguards or the defence of our rights.

The Financial Data you provide us with when placing an Order is collected by our banking providers and is not stored by us.

Transaction and Technical Data, such as viewer statistics, information stored on your device (for example cookies) or any other element that may identify you and enable you to be traced, including the number of visits associated with an identifier, are not stored for more than 13 months.

The email addresses that you provide the Website for the new customers you have referred under the customer referral scheme will not be stored or transmitted to third parties. They will only be used to send a single email (at the time of referral and specifying that the referral is by you).

If you exercise your right to deletion or opposition, your Personal Data will be deleted from our active database, but may be stored in our archives for the period of limitation or the period imposed by law.

## 2.5 What are your rights under the Applicable Laws?

In accordance with the Applicable Laws you have the right:

- to be **informed** of information on for what purpose we process your Personal Data
- to **access** your Personal Data and, if required, to be provided with copies of your Personal Data.
- to **rectify**, complete, update your Personal Data
- to **object** to the Processing of your Personal Data for marketing purposes, including profiling insofar as it relates to the said marketing purposes
- to **request the erasure** of your Personal Data in the following cases:
  - ✓ the Personal Data is no longer necessary for the purposes set out in paragraph 1.2
  - ✓ when the Processing of your Personal Data relies solely on your consent and you wish to withdraw it
  - ✓ you object to the Processing of your Personal Data for marketing purposes, including profiling insofar as it relates to the said marketing purposes
  - ✓ the Personal Data was unlawfully processed
  - ✓ the Personal Data must be erased to comply with a legal obligation

This right to deletion does not apply when the Processing of your Personal Data is necessary:

- ✓ In order to exercise the right of freedom of expression and information
  - ✓ for compliance with a legal obligation requiring us to Process your Personal Data
  - ✓ for statistical purposes insofar as the right to deletion is likely to make it impossible or seriously jeopardise the fulfilment of the Processing objectives
  - ✓ for the establishment, exercise or defence of rights in court.
- to request the **limitation** of the Processing of your Personal Data in the following cases:
    - ✓ for a period that allows us to verify the accuracy of your Personal Data
    - ✓ the Processing is unlawful and you object to the deletion of your Personal Data and you request instead the limitation of its use
    - ✓ we no longer need your Personal Data but you still need it to ascertain, exercise or defend your legal rights in court
  - to request the **portability** of the Personal Data that you provided voluntarily, i.e. to receive them in a structured format that is commonly used and machine-readable. We may deliver it to another processor if you wish and if it is technically possible
  - to lodge a **complaint** with the Information Commissioners Office (**ICO**).
  - to **withdraw your consent** to our Processing of your Personal Data where the Processing relies on your consent. In consequence you will no longer be able to use

our services associated with this consent.

- in relation to **automated decision making and profiling** where if we use either automated decision making or profiling then you have a right to know. Also, we need your consent if either of these are used to make a decision that affects you. As with all consent, you can withdraw it at any time.

To exercise your rights, you may send your request by post signed and accompanied by signed proof of your identity to the following address: Chase Green House, 42 Chase Side, Enfield, Middlesex EN2 6NF or email our DPO at the following email [lacollection-airfrance@service.perfectstay.com](mailto:lacollection-airfrance@service.perfectstay.com).

For Orders that include a flight and are carried out by the GDS Amadeus IT Group SA, you may also exercise your rights by email at the following address [dataprotection@amadeus.com](mailto:dataprotection@amadeus.com).

You may exercise your right to object to the Processing for marketing purposes via the unsubscribe link in all commercial communications we send you by email or by telephone.

Where you exercise your right to request access to the information we process about you, you will not have to pay a fee to access your Personal Data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive.

We will try to respond to all legitimate access requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

## 2.6 Children

The Website is not intended for children and we do not knowingly collect any Personal Data from persons under the age of 18. Where, as part of the services being provided and travel arrangements being put in place, we may collect information about children from you to perform such services and we will treat such information securely.

## 2.7 Complaints

If you would like to make a complaint in relation to how we may have stored, used or processed your Personal Data, you have the right to make a complaint at any time to the ICO, the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

## 3. THE COOKIES WE USE AND HOW TO SET YOUR BROWSER

When visiting the Website, information regarding your browsing may be recorded in files called "Cookies" that are installed on your device (computer, tablet, Smartphone, etc.).

These Cookies are issued by us or by our third party partners in order to facilitate your browsing on the Website. For example, they allow you to view the pages you have already consulted more quickly, to avoid having to input your login information again, or

to collect and store information about your customer browsing on the Website in order to send you customised services. While browsing on the internet, Cookies may be placed by any third party (some of whom may be our partners) using this technology on their own website. Third parties may place anonymous cookies on a Website visitor's browser and may send their own cookies to the visitor's cookie file. In such an event these Cookies are subject to the third party's privacy policy. Below we describe how to set your browser for these Cookies.

A Cookie is used to identify a device and is considered as Personal Data. You are free to accept or refuse the recording by Cookies and may change this choice at any time.

#### Which Cookies do we use?

Depending on the choices each Customer makes, the following types of cookies may be placed by us on the Customer's device:

##### *Technical Cookies:*

These are required for the Website to function and allow you to browse and to use its services and functions. Without these cookies the Website will not function as well as we would wish and we would be unable to provide the Website with some of the services or functions requested.

##### *Preference Cookies:*

These collect information about your choices and preferences and allow us to record information such as the language or other local settings and to customise the Website accordingly.

##### *Analysis Cookies:*

These collect information about your use of the Website and allow us to improve the way it works. Analysis Cookies show information such as the most frequently visited pages on the Website and allow us to identify problems you may encounter and therefore help us to resolve them.

##### *Marketing Cookies:*

These record what you have looked at on the Website. They record information such as products and destinations and they enable us to send you more relevant offers.

##### *Social Network Cookies:*

These are used to track visitors via social networks for market research, analysis and product development.

#### How to set Cookies

You may accept the use of Cookies or choose to disable them at any time. You may also accept or refuse Cookies on a case-by-case basis or refuse them once and for all.

The setting is usually done on your browser. Your browser can also be set to notify you of Cookies that are placed on your device and can prompt you to accept them or not.

The configuration is described in the browser Help menu, which enables you to modify your choices regarding cookies.

Here is the procedure to follow for various browsers if you wish to disable third party cookies or to delete cookies that you have selected (source: CNIL):

BROWSER	PROCEDURE
Google Chrome	Menu > Settings > View advanced settings (at the bottom of the page) Select Content Settings then tick the box to Block cookies and data from third party websites, then select OK to confirm your choice Or go to the “Privacy and security” menu, select “Content settings”, go to “Cookies”, “All cookies and website data” and select all the cookies you wish to delete
Firefox	Menu > Options > “Privacy” tab Set the “Conservation Rules” menu on “Use custom settings for history” Then uncheck the box “Accept cookies” Or click on “View cookies” then select the cookies you wish to delete
Internet Explorer	Menu > Internet Options > select the “Privacy” tab then the Advanced button to make the Advanced Privacy Settings window appear Then check the box “Override automatic cookie handling”, then select “Block” in the “Third party Cookies” column Menu > Internet Options > General > Settings Click on “View Files” then select the cookies you wish to delete

It should be noted that the Cookies setting will affect the conditions of access to the Website. Refusing all Cookies may have a significant effect on the access to and use of the Website.

## 2. THE CREATION AND MANAGEMENT OF YOUR ACCOUNT

To discover and be kept informed of offers or to place an Order on the Website you need to create a user account with a login (email address) and a password. You shall agree to keep your account information up to date so we may contact you at any time concerning your current orders.

You shall agree to keep your login and password confidential and not to reveal or disclose them to any third party. We cannot be held responsible for any consequences resulting from fraudulent or malicious use of these account details owing to your fault or negligence.

You are responsible for the accuracy and nature of the information you provide us and must inform us of any changes thereof. You may access your information and edit it in My Account via the Website.

## 3. CONTENT

All of the elements published by us or our partners, including the Website, emails containing logos, texts, photographs, images, illustrations, etc., are the property of us or our partners. This content is protected by intellectual property law, database copyrights or common law.

Therefore you should not use any of this content without prior express written approval.

The Website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. We are not responsible for the content of external internet sites and you are advised to read the privacy policy of external sites before disclosing any Personal Data.

#### **4. WEBSITE OPERATION**

We make every effort to ensure the availability and proper functioning of the Website. However we cannot guarantee that the Website is free of errors or malfunctions, nor that it will function without interruption or that it is compatible with all hardware. Access to the Website may occasionally be suspended or restricted for corrective or ongoing maintenance.