

Privacy Declaration

You will find important information about our privacy regulations on the following pages.

1. Privacy

We place a lot of importance on the protection of personal data and therefore on your privacy. As the developer of this website, Thomas Cook Airlines wants to inform you about which data we store, how we use this data, and what it means for you if you use our personalised services. To maximally protect your privacy, it is self-evident that we comply with Belgian privacy legislation and related legal regulations.

Our website may contain links to websites of other suppliers; our privacy declaration does not apply to those sites. We cannot guarantee that the respective developers comply with privacy regulations.

2. Which information do we register and for what purpose?

Your personal data such as your name, address, mailing address, telephone number, etc. are only stored by us if you give them to us directly or if they are required to answer your questions or complete your booking. By giving us data, you agree that this information can be stored. Your data is treated with confidentiality in accordance with legal privacy regulations.

If you agree that your data can be used to send you advertising and promotions (e.g. in the framework of a booking or a subscription to our newsletter) then that data is stored and processed for that objective. This occurs by us or by a company that acts on our behalf and that was specifically required to protect your data during data processing. Data is not passed on to third parties that are not associated with the group.

If you consult our website, we collect data such as your IP address and other information like the date, the time and the pages opened. This data will not be linked to your personal data. We use this data to display our website optimally.

We also want to inform you about advertising that is based on surfing behaviour. This website registers and processes your surfing behaviour anonymously. This is to the user's advantage because you see advertising that suits your interests and because less random advertising appears. To register your surfing behaviour, a cookie is stored on your computer. Cookies are small text files that are stored on your computer's hard disk. They make recognition possible but do not allow personal identification.

Thomas Cook Airlines relies on Criteo for the collection of data so that we can spread advertising based on surfing behaviour.

Data about your activities on websites developed by Thomas Cook Airlines (e.g. surfing behaviour, pages visited on the website, etc.) are registered. Since the applicable legal position cannot completely exclude the possibility that the collected data indirectly points to you, the user data is stored under a pseudonym thereby making identification impossible. The IP address of your computer, which is passed on for technical reasons, is not stored and is not used for showing specific advertising.

If you do not agree with the registration of this data in general, you can prevent cookies from being stored on your hard disk by blocking cookies via your browser's settings. You can set up your browser in such a way that your permission is asked before a cookie is stored. Finally, you can always delete stored cookies. To learn how to do this, please read the manual of your browser. If you do not accept cookies, this may lead to a limitation of the website's functionality.

Please take into account that you must reactivate the opt-out link after deleting the cookies.

3. Privacy and general regulations

The collection and processing of all personal data occurs in accordance with Belgian legal privacy regulations. We only collect and pass on to partners the personal data that is needed to book your journey. Those partners and our employees are bound by a pledge of secrecy.

We exchange data with the group's other service companies and, if necessary, with external companies in order to check and monitor their creditworthiness and for marketing objectives. When doing this we take into account your interests, which must be protected.

4. Right to revocation and inspection

You can lodge an objection against the use of your personal data for commercial objectives and/or the passing on of this data for commercial objectives at any time by sending a message to Thomas Cook Airlines Belgium. After receiving your objection we will immediately ensure that you no longer receive any advertising and/or that your data are no longer passed on for commercial objectives.

The passing on of data to government agencies or authorities only occurs within the framework of valid legal regulations.

5. Information about our promotions and services

From time to time we want to inform you about our promotions and services and those of our partners. To do this we must use your personal data. If you

don't want us to use your personal data, you can lodge an objection. You will only receive our newsletter if you explicitly gave your permission.

If you no longer wish to receive our newsletter, you can unsubscribe at any time via the link 'Click here to unsubscribe' in the newsletter.

6. Information protection

Thomas Cook Airlines Belgium has taken the required technical and organisational measures to protect your personal data against loss, destruction, manipulation and unauthorised access.

We use SSL encryption (Secure Socket Layer) to secure the data transfer between your browser and our Internet system.

7. Use of cookies and Google Analytics

We use cookies on our website.

Cookies are small text files that are saved on your hard disk by your browser. These files contain information about which websites you visited and which advertising you saw. Cookies cannot register personal data such as your name, address, e-mail address, etc. Cookies are used by website managers on the Internet to check whether you are authorised to view requested information on a website.

You don't have to adapt the settings in your browser to enable cookies to be placed on your computer. Your browser accepts cookies and saves them in the 'Temporary internet files' folder because they do not form a safety risk.

If you do not want Thomas Cook Airlines and its partners to use cookies then you must deactivate this function in your browser. You can find more information in your browser's help function.

This website uses Google Analytics, a web analysis service by Google Inc. ('Google'). Google Analytics uses 'cookies'. Cookies are small text files that are placed on your computer and that enable an analysis of your use of the website. The information generated by the cookie about your visit to this website (including your IP address) is sent to a Google server in the United States and stored there.

Google will use this information to analyse your use of the website, to draw up reports for the developer of the website about the website activities, and to offer other services related to the website and internet use. Google may pass this information on to third parties if this is legal or if third parties process this data for Google. Google will never connect your IP address with other Google data. You can prevent the placement of cookies by changing the settings in your Internet browser. We must point out that you might not be able to use all the functions on this website if you do not accept cookies. By using this website you agree to allow Google to process the data collected about you in the manner described above and for the aim described above.

You can prevent the future collection and storage of data at any time. To do this you can use the following plug-in: tools.google.com/dlpage/gaoptout

Our website makes your IP anonymous via Google Analytics. IP addresses are only stored and processed in a shortened form so that they cannot be linked to certain people.

8. Use of Facebook plug-ins

Plug-ins for the social network facebook.com, which are exploited by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA ('Facebook'), are used on these web pages.

If you open a page with a similar plug-in on our website then a connection is made with the Facebook servers and the plug-in is displayed via a message in your browser. By doing so the Facebook servers are informed which of our web pages you visited.

If you are a member of Facebook and are logged in, Facebook will link this information to your personal Facebook account.

If you use the functions of the plug-ins (e.g. Click on the 'Like' button or post a reply) then that information is also linked to your Facebook account. You can only prevent this by logging out before using the plug-in function.

You will find more information about the collection and use of data by Facebook, about your rights and about the possibilities to protect your privacy in Facebook's privacy policy.

9. Privacy Declaration

Thomas Cook Airlines pledges to comply with the above-mentioned points related to privacy.