

Robinson Scandinavia's Privacy Policy (GDPR)

Robinson Scandinavia is committed to protecting your data and privacy.

This privacy policy will explain how Robinson Scandinavia uses the personal data we collect from you.

Topics:

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- How do we collect your data?
- How will we use your data?
- How do we store your data?
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What data do we collect?

Robinson Scandinavia collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- If one of our clients booked a trip on behalf of their customer (traveller), the traveller's name, gender, date of birth/age and personal requirements (dietary preferences, etc) to be forwarded on namelists to suppliers is stored. This sometimes also applies for clients who asked for a quote. In some cases, the traveller's passport number is stored and communicated to suppliers requiring this information due to laws and regulations, such as for travel including transport by ferry.

How do we collect your data?

Robinson Scandinavia receives your data indirectly from the following sources:

- Travel agencies, tour operators, transport companies.

We collect data and process data when our clients:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Send us an e-mail or other electronic messages, or give us the information orally by phone, videoconference or similar.

How will we use your data?

Robinson Scandinavia collects your data so that we can:

- Process your order and manage your account.
- In order to fulfill our obligations under the agreement, necessary information is provided to our partners, such as hotels, transport and activity companies.

We will not share, sell, transfer or otherwise disclose personal information to others unless we are legally required to do so.

How do we store your data?

Robinson Scandinavia securely stores your data in our computer system for customer accounts and tour production.

Robinson Scandinavia will keep your information received in connection with purchases stored for 3 ½ years. Once this time period has expired, we will delete your data from our above mentioned systems.

Information we are required to keep in accordance with the Public Administration Act will be stored for up to 5 years, in accordance with the requirements of the Accounting Act.

What are your data protection rights?

Robinson Scandinavia would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Robinson Scandinavia for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Robinson Scandinavia correct any information you believe is inaccurate. You also have the right to request Robinson Scandinavia to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Robinson Scandinavia erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Robinson Scandinavia restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Robinson Scandinavia's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Robinson Scandinavia transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

firmapost@robinson.no

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

How do we use cookies?

Robinson Scandinavia uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- Receiving information from you via our contact form

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

- **Functionality** – Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Robinson Scandinavia website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Robinson Scandinavia keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 17th of February 2022.

How to contact us

If you have any questions about Robinson Scandinavia's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: firmapost@robinson.no

Call us: +47-61.10.81.50

Or write to us at: *Robinson Scandinavia, Ibsens Gate 7, NO-2821 Gjøvik, Norway*

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Robinson Scandinavia has not addressed your concern in a satisfactory manner, you may contact the Data Inspectorate (Datatilsynet) for processing in violation of the rules..

Email: postkasse@datatilsynet.no

Phone: +47-22.39.69.00

Address: *Datatilsynet, Postboks 458 Sentrum, NO-0105 Oslo, Norway*