

RULES ON THE PROTECTION, SUPERVISION OVER THE COLLECTION, PROCESSING AND USE OF PERSONAL DATA

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1. INTRODUCTION

The process of the protection, supervision over the collection, processing and use of personal data shall be subject to the General Data Protection Regulation (GDPR), in accordance with the legal and regulatory obligations.

Gulliver travel d.o.o. undertakes to apply the Regulation on the protection of personal data and the Personal Data Protection Act, and to supervise the collection, processing, use and protection of the personal data of any natural person whose data is collected and used.

Gulliver travel d.o.o. is the controller of the personal data processing, which defines the purpose and the manner in which the personal data will be processed.

The Management Board is fully dedicated to ensuring the continuous and effective implementation of this policy, and it expects the same level of dedication from its employees and business partners. Any violation of this policy may result in disciplinary actions or business sanctions.

This policy defines the expected behaviour of Gulliver travel, its permanent, temporary and occasional employees and business partners, including the third parties, with regard to the collection, use, storage, transfer, disclosure or destruction of the personal data processed within the business processes of Gulliver travel.

2. DEFINITIONS

- **personal data** means any information relating to an identified or identifiable natural person ("data subject"); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;
- **processing** means any operation or set of operations performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;
- **restriction of processing** means the marking of stored personal data with the aim of limiting their processing in the future;
- **profiling** means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements;
- **pseudonymisation** means the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the personal data are not attributed to an identified or identifiable natural person;
- **filing system** means any structured set of personal data which are accessible according to specific criteria, whether centralised, decentralised or dispersed on a functional or geographical basis;
- **controller** means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes or means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law;
- **processor** means a natural or legal person, public authority, agency or another body which processes personal data on behalf of the controller;
- **recipient** means a natural or legal person, public authority, agency or another body, to which the personal data are disclosed, whether a third party or not. However, public authorities which may receive personal data in the framework of a particular inquiry in accordance with Union or Member State law shall not be

regarded as recipients; the processing of those data by these public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing;

- **third party** means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data;
- **consent** of the data subject means any freely given, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her;
- **personal data breach** means a breach of security leading to the accidental or unlawful destruction, loss, alternation, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed;
- **biometric data** means personal data resulting from specific technical processing relating to the physical, physiological or behavioural characteristics of a natural person, which allow or confirm the unique identification of that natural person, such as facial images or dactyloscopic data;
- **data concerning health** means personal data related to the physical or mental health of a natural person, including the provision of healthcare services, which reveal information about his or her health status;
- **main establishment** means:
 - as regards a controller with establishments in more than one Member State, the place of its central administration in the Union, unless the decisions on the purposes and means of the processing of personal data are taken in another establishment of the controller in the Union and the latter establishment has the power to have such decisions implemented, in which case the establishment having taken such decisions is to be considered to be the main establishment;
 - as regards a processor with establishments in more than one Member State, the place of its central administration in the Union, or, if the processor has no central administration in the Union, the establishment of the processor in the Union where the main processing activities in the context of the activities of an establishment of the processor take place to the extent that the processor is subject to the specific obligations under the GDPR;
- **representative** means a natural or a legal person established in the Union who, designated by the controller or processor in writing pursuant to Article 27 of the GDPR, represents the controller or processor with regard to their respective obligations under the GDPR;
- **enterprise or company** means a natural or legal person engaged in an economic activity, irrespective of its legal form, including partnerships or associations regularly engaged in an economic activity;
- **binding corporate rules** means personal data protection policies which are adhered to by a controller or processor established on the territory of a Member State for transfers or a set of transfers of personal data to a controller or processor in one or more third countries within a group of undertakings, or group of enterprises engaged in a joint economic activity;
- **supervisory authority** means an independent public authority which is established by a Member State;
- **cross-border processing** means
 - processing of personal data which takes place in the context of the activities of establishments in more than one Member State of a controller or a processor in the Union where the controller or processor is established in more than one Member State; or
 - processing of personal data which takes place in the context of the activities of a single establishment of a controller or processor in the Union, but which substantially affects or is likely to substantially affect data subjects in more than one Member State.
- **data protection officer** means a person appointed by the controller, who takes care of the lawfulness of personal data processing and of exercising the right to personal data protection.

3. DATA PROTECTION OFFICER

Pursuant to Article 18a of the Act, a controller of the processing of personal data shall undertake to appoint a data protection officer. The appointment shall be implemented in writing. The controller shall inform the Data Protection Agency about the appointment of the data protection officer within a month from issuing a decision on the

appointment and make the official contact information of the data protection officer available on its web pages or in another appropriate manner.

A person subject to ongoing proceedings due to violation of official duties, i.e. work duty, or a person subject to an action due to violation of official duties, i.e. work duty, violation of the code of ethics and other rules of conduct imposed by an employer, shall not be appointed a data protection officer.

The data protection officer shall undertake to take care about the lawfulness of personal data processing, warn the controller of the necessity to comply with the Regulation on the personal data protection, inform all persons engaged on the processing of personal data about their legal obligations aimed at personal data protection, make sure to meet the obligations under Articles 14 and 17 of the Act, ensure the exercising of the data subject's rights under Articles 19 and 20 of the Act, cooperate with the Data Protection Agency and keep the confidentiality of any information and data that he or she came across in conducting their duties, which shall continue after the termination of appointment as a data protection officer.

Obligations of the data protection officer shall be prescribed by written procedures.

4. HANDLING PERSONAL DATA

4.1. COLLECTING PERSONAL DATA

Personal data collected during various forms of interaction between Gulliver travel and its partners, clients and employees, include but are not limited to the following:

- Name, surname
- Address
- Personal ID number
- Nationality
- Bank account number
- Other personal data, depending on the purpose of collection

During various forms of interaction Gulliver travel may also collect data which are not considered as personal data, and which include but are not limited to the following:

- Information on device used to connect to the Internet
- Type and version of the Internet browser used
- Manner of using the Internet pages of Gulliver travel

Information is collected directly (from the client, employee, partner) and indirectly (information obtained by using cookies, hyperlinks and similar technologies)

4.2. PURPOSE OF THE COLLECTION OF PERSONAL DATA

Gulliver travel uses personal data for the following purposes:

- Provision of services
- Employment selection procedures
- Information on partners who are business owners (which at the same represent their personal information)
- Legal obligation of data reporting and processing

4.3. PROCESSING OF PERSONAL DATA

As a controller, Gulliver travel shall process personal data fairly and lawfully. Personal data shall be accurate, complete and updated, and may not be collected in a volume exceeding the one required to meet the specified purpose. Personal data shall be stored in a form allowing the data subject to be identified for not longer than needed for the purpose of the collection or further processing of data.

Gulliver travel collects and processes personal data in accordance with the principles set out in the Regulation on the protection of personal data (Chapter II.).

The data subject shall be entitled to request the suspension of any further processing of his or her personal data, unless the data are processed for the purpose of statistics, where personal data no longer allow the identification of the persons concerned or if the data are processed in accordance with the legal and regulatory obligations.

4.4. TRANSFER OF PERSONAL DATA

Gulliver travel shall reserve the right to transfer personal data to the third parties by respecting the principle of appropriate level of legal protection for the user rights and freedoms.

Transfer of personal data shall be carried out only if no less than one of the following conditions have been met:

- Transfer is required for performance of contractual obligations/services;
- Transfer is required for execution of precontractual measures taken at user's request;
- Transfer is required in order to enter into or execute a contract concluded with the third party in the interest of user;
- Transfer is legally required on the basis of important public interests;
- Transfer is required for establishment, execution or defence of legal requirements;
- Transfer is required in order to protect the vital interests of user.

4.4.1. TRANSFER BETWEEN BRANCHES

For the purpose of efficient business operations, there might be cases when personal data must be transferred from one branch to another. In such cases, Gulliver travel shall be responsible for the protection of the personal data being transferred.

Gulliver travel shall manage the transfer of personal data between branches, in cases where the recipient location is the third country, by applying clearly defined security measures.

During the transfer of personal data to another organisation/company located in the third country, the following protection measures shall be implemented:

- Delivery of the minimum quantity of personal data required for a specific purpose of the transfer (e.g., to carry out a transaction or provide a certain service).
- Ensuring adequate security measures for the protection of personal data during the transfer (including password protection and encryption, if necessary).

4.5. DATA RETENTION

Gulliver travel shall not retain personal data longer than required for the purposes of the initial collection or within the legal or contractual term.

The exact periods of data retention shall be set out in the document entitled "Data Retention Policy". It shall take into account the legal and contractual obligations, both the minimum and the maximum ones.

Upon the expiry of the retention period, the organisation shall erase personal data in a manner that will prevent any subsequent reconstruction or a possibility to read personal data.

4.6. DATA PROTECTION

Gulliver travel shall implement the physical, technical and organisational measures that guarantee the security of personal data (e.g. prevention of loss or damage, unauthorised alternation, access or processing and other threats that personal data may be exposed to due to human activity or physical/natural environment).

The minimum set of security measures implemented by Gulliver travel for the purpose of personal data protection are set out in the document entitled „Information Security Policy“ and other related policies and procedures. The implemented security measures are aimed at:

- Preventing unauthorised persons from accessing the data processing system used for processing of personal data.
- Preventing the persons who are authorised to use the data processing system from accessing the personal data outside of their needs and authorisations.
- Making sure that during electronic transfer or during transfer, personal data cannot be read, copied, alternated or removed without authorisation.
- Ensuring availability of the recording system for the purpose of establishing who has entered, alternated or removed personal data from the data processing system.
- Ensuring that in case of the processing carried out by a processor, data can be processed only in accordance with the instructions provided by a controller.
- Ensuring that personal data are protected from unwanted destruction or loss.
- Ensuring that personal data collected for different purposes can be processed separately.
- Ensuring that personal data shall not be stored for longer than needed.

5. COOKIES

Cookies enable Gulliver travel to collect statistical data on the user behaviour on the web pages of Gulliver travel (e.g. on which sections of the Internet page users tend to spend the longest time, and on which sections they spend the shortest time), what Internet browser they use (e.g. Internet Explorer, Opera, Safari, Google Chrome, Firefox) and similar.

The cookies are a small set of data sent from the server (web page of Gulliver travel) to the user's computer and used as an anonymous identifier. The cookies are also used to facilitate the navigation through the Internet pages (e.g. there is no need to enter the data required for registration each time). The cookies are not used in order to access user data or monitor the activities of users after leaving the web pages of Gulliver travel.

Gulliver travel reserves the right of using the cookies on its web pages, but each user shall be entitled to refuse cookies through editing/changing the settings in their Internet browser.

6. DIGITAL MARKETING

Gulliver travel shall send its promotional material through digital communication channels which gave their consent for such form of communication. Service users shall be entitled to, at any moment, disable the service of receiving promotional material, and Gulliver travel shall provide the tools required to enable exercising the right to be erased from the data base of recipients.

At the occasion of the first contact, or in any other phase of providing the service, the user shall be notified that his or her data shall be used for the purposes of digital marketing.

7. PERSONAL DATA COLLECTIONS

Personal data collection manager shall include the basic information on each collection of personal data that he or she shall be in charge with, that he or she shall establish and keep the records of, especially as regards the following:

- Collection name,
- Name, i.e. personal name of the data collection manager and his or her address, i.e. registered seat
- Purpose of the processing,
- Legal basis to establish the collection of data,
- Categories of persons that the data refer to,
- Types of data included in the collection,
- Manner of collecting and storing data,

- Period of data retention and use,
- Name, i.e. personal name of the collection recipient, his or her address, i.e. registered seat, indication of importing, i.e. exporting data from the Republic of Croatia with an indication of the state, i.e. international organisation and foreign recipient of personal data and the purpose of such import, i.e. export prescribed by an international treaty, law or other regulation, i.e. written consent of the persons that the data refer to,
- Indication of measures implemented for the protection of personal data.

8. RIGHTS AND PROTECTION OF DATA SUBJECTS

Within no less than 30 days from receiving a request of the data subject, i.e. his or her legal representatives or authorised persons, the controller shall:

- Submit a confirmation stating whether personal data of the data subject are processed or not,
- Provide a notification, in an intelligible form, on the data referring to the data subject that are processed, and on the sources of this data,
- Enable the data subject to examine the records of the personal data collection and to examine and transcribe the personal data included in this collection that refer to the data subject,
- Submit excerpts, receipts or printouts of the personal data included in the personal data collection that refer to the data subject, which must indicate the purpose and legal basis for collection, processing and use of this data,
- Submit a printout of information on the persons who have used this data, on the purpose for the use of data and on the legal basis for using the personal data referring to the data subject,
- Provide information on the logic of any automatic data processing relating to the data subject.

9. REQUIREMENTS OF DATA SUBJECTS

Gulliver travel shall guarantee the rights of users with regard to:

- Access to information;
- Submitting complaints with regard to the processing;
- Restriction of processing;
- Data transfer;
- Correction of data;
- Erasure of data.

User requests for exercising of those rights shall be submitted in writing. If an individual submits a request with regard to any of the abovementioned rights, Gulliver travel shall take under consideration any such request that is in accordance with the applicable laws and regulations on data protection. In exceptional cases of unreasonable requests, Gulliver travel shall reserve the right to charge the costs of processing user requests.

On the basis of the submitted request and following the successful verification of identity, the users shall be entitled to be informed about the following:

- Purpose of the collection of personal data;
- Source of personal data, if not received from the user;
- Category of personal data;
- Recipients or categories of recipients who received, or could have received, the personal data, together with the location of such recipients;
- Planned period of storing personal data or an explanation for specifying the duration of storage;
- Use of any automated decision-making, including profiling;

Any requests for access to or correction of personal data shall be addressed to the personal data protection officer, who shall make a record of each request upon receipt. A response to each request shall be delivered within 30 days from the receipt of a written user request.

If any user request cannot be fully replied to within 30 days, a notification shall be submitted with regard to the following:

- Confirmation of receipt of a user request
- Any information collected
 - Details on any requested information or changes that will not be delivered to the user, reason for refusal and information on any possible manners of filing a complaint to such decision.
- Estimated date by which the remaining answers will be delivered.
 - Estimated costs to be covered by the user (in case of unreasonable requests).
 - Name and contact information of a person / company that the data subject should contact for any additional information.

Upon the request of data subject, his or her legal representatives or authorised persons, the personal data collection manager shall be obliged to amend, alternate or erase any personal data if they are incomplete, inaccurate, out of date or if they are processed without compliance with the provisions of the Law. The request shall be submitted electronically and addressed to the appointed personal data protection officer.

The data subject who believes that some of his or her legally guaranteed rights have been violated shall be entitled to file a request for establishing the violation of rights to the Personal Data Protection Agency.

10. HANDLING COMPLAINTS

In case of complaints with regard to adherence to these and other rights relating to the protection of personal data, please contact the personal data protection officer. In case of any complaints, Gulliver travel shall investigate the entire situation relating to the use and disclosure of personal data in accordance with these rules and try to resolve the situation in the shortest possible time.

11. TRANSITIONAL AND FINAL PROVISIONS

The part relating to the protection, supervision over the collection, processing and use of personal data that has not been regulated in these Rules, shall be directly subject to the General Data Protection Regulation and the Personal Data Protection Act.

These Rules shall come into force eight days following their adoption and shall be published on the official web page in order to be available to the public in accordance with the provisions of the Act on the Right of Access to Information (OG, number 25/13 and 85/15).

12. CONTACT

Registered seat and contact information

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