

Tourest 2022 Privacy Policy

Tourest is a brand of the Estonian's Travel and Tourism Association. This privacy policy will explain how Tourest uses the personal data we collect from you when you use our website.

Topics:

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What data do we collect?

Our Company collects the following data:

- Personal identification information (Name, email address, phone number, etc.)
- Company information (company name, address, e-mail address, phone number, activities, etc)

How do we collect your data?

You directly provide Tourest with most of the data we collect. We collect data and process data when you:

- 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.
- Use or view our website via your browser's cookies.

How will we use your data?

Tourest collects your data so that we can:

- Process your order, manage your account.
- Email you with special offers on other products and services we think you might like.
- Process and manage your Tourest registration agreement

When Tourest processes your order, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we store your data?

Tourest securely stores your data on zone.ee servers located in a Member State of the European Union. Data may be transferred to countries whose level of data protection has been assessed as adequate by the European Commission and to US companies that are affiliated to the Privacy Shield framework.

The employees of the order center have access to the personal data, who can get acquainted with the personal data in order to resolve technical issues related to the use of the order center and to provide customer support services.

The ordering center shall implement appropriate physical, organizational and IT security measures to protect personal data against accidental or unlawful destruction, loss, alteration or unauthorized use and disclosure.

The transfer of personal data to the authorized processors of the order center (eg data hosting) takes place on the basis of agreements concluded with the order center and the authorized processors. Authorized processors are obliged to ensure appropriate safeguards for the processing of personal data.

When closing the customer account of the order center, personal data is deleted, unless this data is necessary for accounting or resolving disputes.

If the purchase has been made in the order center without a customer account, the purchase history will be stored for three years. In case of disputes related to payments and disputes, personal data will be stored until the claim is fulfilled or the limitation period expires.

Personal data required for accounting purposes shall be kept for seven years.

Marketing

Tourest would like to send you information about current and next tourism fair Tourest.

If you have agreed to receive marketing, you may always opt out at a later date.

If you no longer wish to be contacted for marketing purposes, please inform about it us via e-mail info@etfl.ee.

What is your data protection rights?

Tourest 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 Tourest 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 Tourest correct any information you believe is inaccurate. You also have the right to request Tourest to complete information you believe is incomplete.

The right to erasure - You have the right to request that Tourest erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that Tourest restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to Tourest processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that Tourest 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: info@etfl.ee

What are 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?

Tourest 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

What types of cookies do we use?

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

- **Functionality** - Tourest 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.

- Advertising - Tourest uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Tourest sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that when you visit another website, you may be shown advertising based on your browsing patterns on our website.

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 Tourest 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

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 24 August 2021.

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protections rights, please do not hesitate to contact us. Email us at: info@etfl.ee

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Tourest has not addressed your concern in a satisfactory manner, you may contact the Estonian Data Protection Inspectorate (email: info@aki.ee).